# Links Modular Solutions Version 9.0.0 Release Notes

Prepared by: Michaela Mania – Business Operations Manager

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LinksModularSolutions

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## Overview

This version of Links Modular Solutions includes some major changes to the security abilities of the Links application. It is important if you are considering PCI compliance that you take careful note of the security section of this document. Version 9 also includes a large number of changes particularly for new web modules. The new suite of web modules allows you to decrease your staffing requirements all whilst increasing your revenue.

## Password Changes

Version 9 with its increased security has called for some changes to the password policies. These are detailed further in the PA-DSS/PCI section of the release notes.

**Any sites using ALPHA characters in their passwords will be affected by the change.**

Passwords are now case sensitive, so if previously your password was using ALPHA characters you will need to turn on caps lock on your first login to Links after upgrading. You will then need to change your password so that Links can trap the case sensitive password. Please note if your password was not intricate i.e. your name when you change it, make sure that Caps Lock is OFF.

To change your password the Administrator will need to be logged in and then you can access Admin>SecurityMenu>StaffMembers to change your password.

Example your StaffID is 102 and password is 'toby'

When you login to Links for the first time after upgrading to Version 9 you would do the following

1. Turn on Caps Lock
2. Enter staff code as normal i.e. 102
3. Type in 'toby' so it types in as 'TOBY'
4. You will now need to get an administrator to change your password
5. When changing your password if you want the password to remain as 'toby' then ensure that CAPS LOCK IS OFF

## Access Point changes

In past versions of Links we have made stipulations that an access point must be setup on all machines that process visitations. To this point this has been a highly recommended procedure rather than a requirement. As of Version 9 an access point must be setup on all machines to be able to process visitations.

### To setup an access point

1. Go to Admin>SiteMenu>OtherSiteParameters/SetupLocations
2. Click on the Access Points tab
3. Add access points i.e. Reception, Admin or simply just your site name

### To assign an access point to a computer

Access points are a local setting and therefore must be setup on all machines separately.

1. Go to Admin>SetupPC>SetupForPC
2. From the drop down select an access point
3. Click on OK

There is further information about access points in the Administration Manual for Links Modular Solutions

## admin.link Changes

## PA-DSS & PCI Changes

In response to the growing number of data security breaches, the major payment card brands of VISA, MasterCard, Discover, American Express and JCB have come together to form the Payment Card Industry Security Standards Council (PCI SSC), an independent body formed to manage the ongoing development, enhancement, storage, dissemination and implementation of security standards for account data protection.

Since its establishment the Council has developed a set of security requirements for all businesses that handle payment cards, including individual merchants, as well as software developers and manufacturers of applications used for payment card transactions.

Two of the major standards developed are the Payment Card Industry Data Security Standard (PCI DSS) for card merchants and processors, and the Payment Application Data Security Standard (PA-DSS), for software developers and integrators.

Links has developed a secure framework for the database to operate within that negates the need for PA-DSS compliance and allows for end users to gain PCI compliance within their business.

### Secure Method

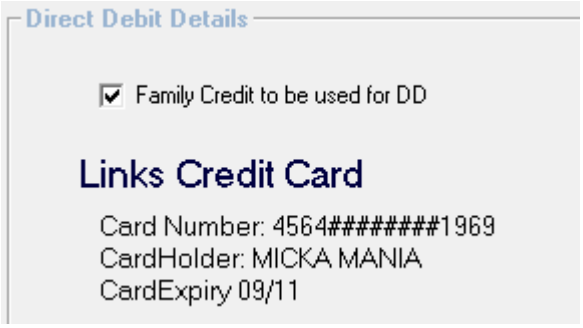
Links can now cater for no credit cards to be kept within the Links database. All credit cards are held offsite in a secure credit card vault. A reference to the card is held within the Links database as well as the first four and last four digits of the card to assist customer service. If you are interested in achieving the most secure database available, please contact LinksPay on 07 3040 4320. If you are already using LinksPay the Links support team can assist you to upgrade to the most secure version.

### Encrypted Cards with LinksPay or Self Direct Debit

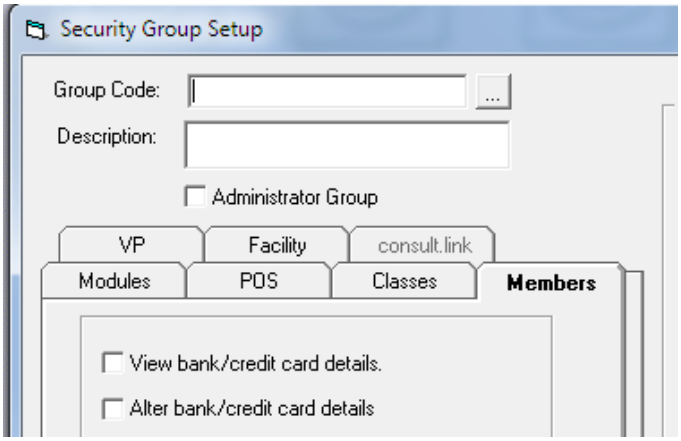
Links still has the ability to manage cards within the database in an encrypted manner. Whilst not as secure as vaulted cards, Credit Cards and Bank details are encrypted within the database. If you are using LinksPay with Encrypted cards this is more secure than self direct debiting. When you are using Self Direct debiting the card and bank details are available in unencrypted format through the direct debit process. If you would like further information on the options available please contact Links on 03 9938 4567.

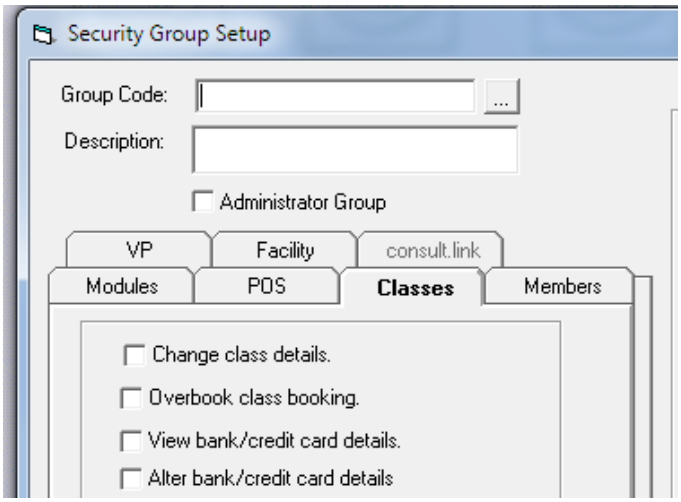
## Standard Security Changes

Included with Version 9 are some standard security changes. All credit card screens now only display the first and last four card digits regardless of which direct debit method is being used. To access the direct debit details a button is now available for a pop up screen in Families, and the same process is used in Members. An example of how it is now displayed in classes is below




There is also new security parameters that cater for allowing staff to either not view, view only or edit credit card and bank details. To change these parameters for your staff you will need to adjust the security groups in Admin>Security>SecurityGroups



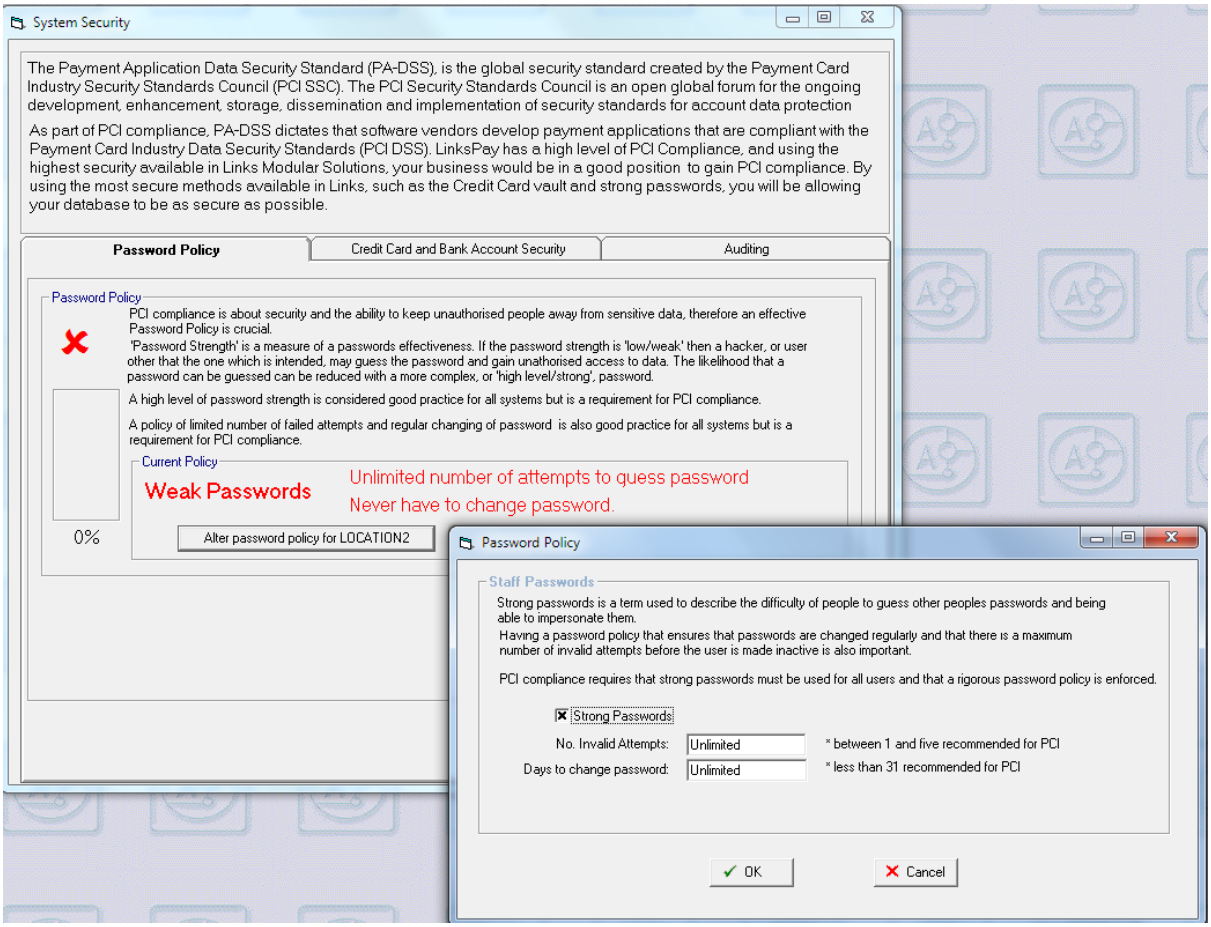



## Password Requirements

Whilst you can continue to use the standard passwords in Links, you may now also choose to increase the security of your database. This includes;

1. Strong Passwords
    a. Minimum of 7 characters
    b. Combination of Capitals, Lower Case, Numbers & Special Characters
    c. Example M!ch@3l@
2. Number of Invalid Attempts
    a. You can restrict users to how many attempts they get to enter a password incorrectly before they are locked out
3. Expiry of Password
    a. Now you may also choose to for users passwords to expire after a set number of days.

All of these parameters may be set in Admin>Security>System Security

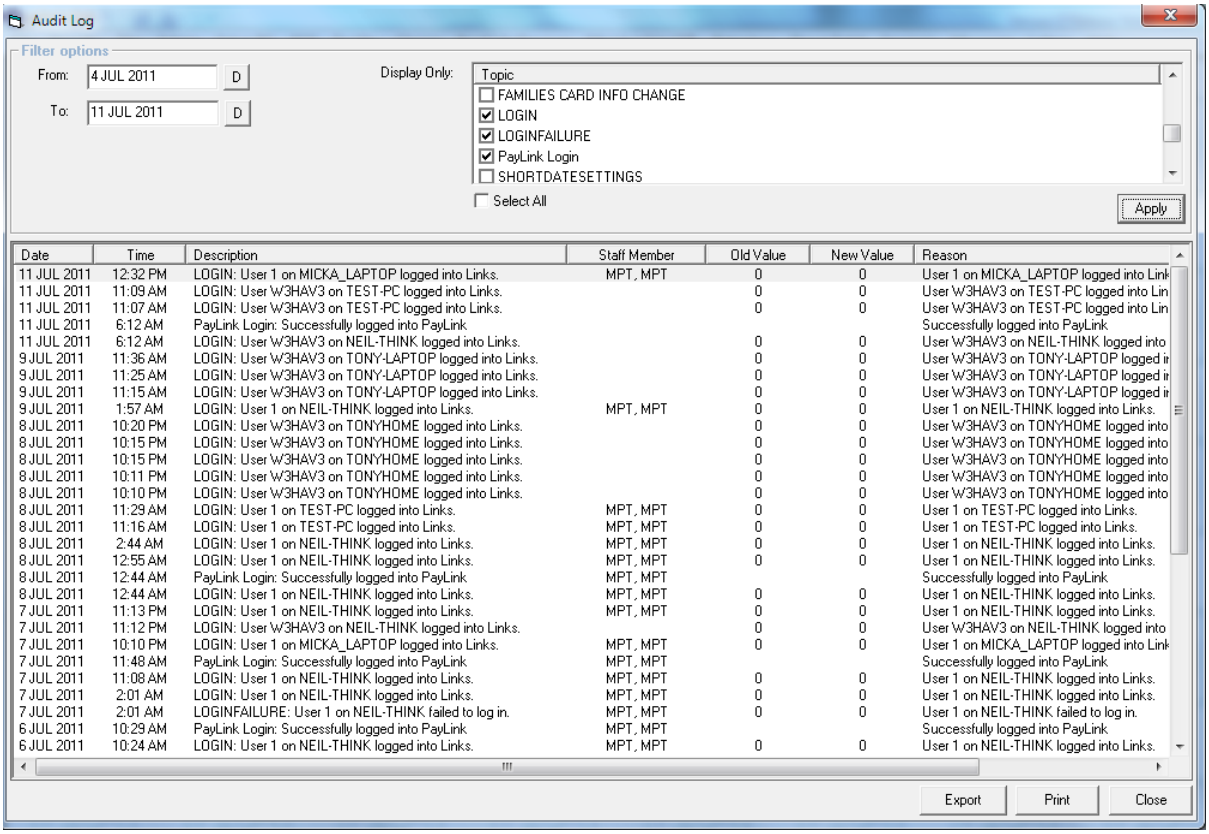

System Security
The Payment Application Data Security Standard (PA-DSS), is the global security standard created by the Payment Card Industry Security Standards Council (PCI SSC). The PCI Security Standards Council is an open global forum for the ongoing development, enhancement, storage, dissemination and implementation of security standards for account data protection
As part of PCI compliance, PA-DSS dictates that software vendors develop payment applications that are compliant with the Payment Card Industry Data Security Standards (PCI DSS). LinksPay has a high level of PCI Compliance, and using the highest security available in Links Modular Solutions, your business would be in a good position to gain PCI compliance. By using the most secure methods available in Links, such as the Credit Card vault and strong passwords, you will be allowing your database to be as secure as possible.
Password Policy
Credit Card and Bank Account Security
Auditing
Password Policy
PCI compliance is about security and the ability to keep unauthorised people away from sensitive data, therefore an effective Password Policy is crucial.
'Password Strength' is a measure of a passwords effectiveness. If the password strength is 'low/weak' then a hacker, or user other that the one which is intended, may guess the password and gain unathorised access to data. The likelihood that a password can be guessed can be reduced with a more complex, or 'high level/strong', password.
A high level of password strength is considered good practice for all systems but is a requirement for PCI compliance.
A policy of limited number of failed attempts and regular changing of password is also good practice for all systems but is a requirement for PCI compliance.
Current Policy
Weak Passwords
Unlimited number of attempts to guess password
Never have to change password.
0%
Alter password policy for LOCATION2
Password Policy
Staff Passwords
Strong passwords is a term used to describe the difficulty of people to guess other peoples passwords and being able to impersonate them.
Having a password policy that ensures that passwords are changed regularly and that there is a maximum number of invalid attempts before the user is made inactive is also important.
PCI compliance requires that strong passwords must be used for all users and that a rigorous password policy is enforced.
Strong Passwords
No. Invalid Attempts:
Unlimited
* between 1 and five recommended for PCI
Days to change password:
Unlimited
* less than 31 recommended for PCI
OK
Cancel

## Auditing Changes

Links now audits a larger range of functions including;

- Logins
- Failed Logins
- Backups
- Upgrades
- Access of Credit Card & Bank Information
- Changes of staff between security groups
- Additions to security groups
- Tracks the machine name that changes were made from

If changes have occurred they are available for viewing in the Audit Log, Admin>Site>AuditLog



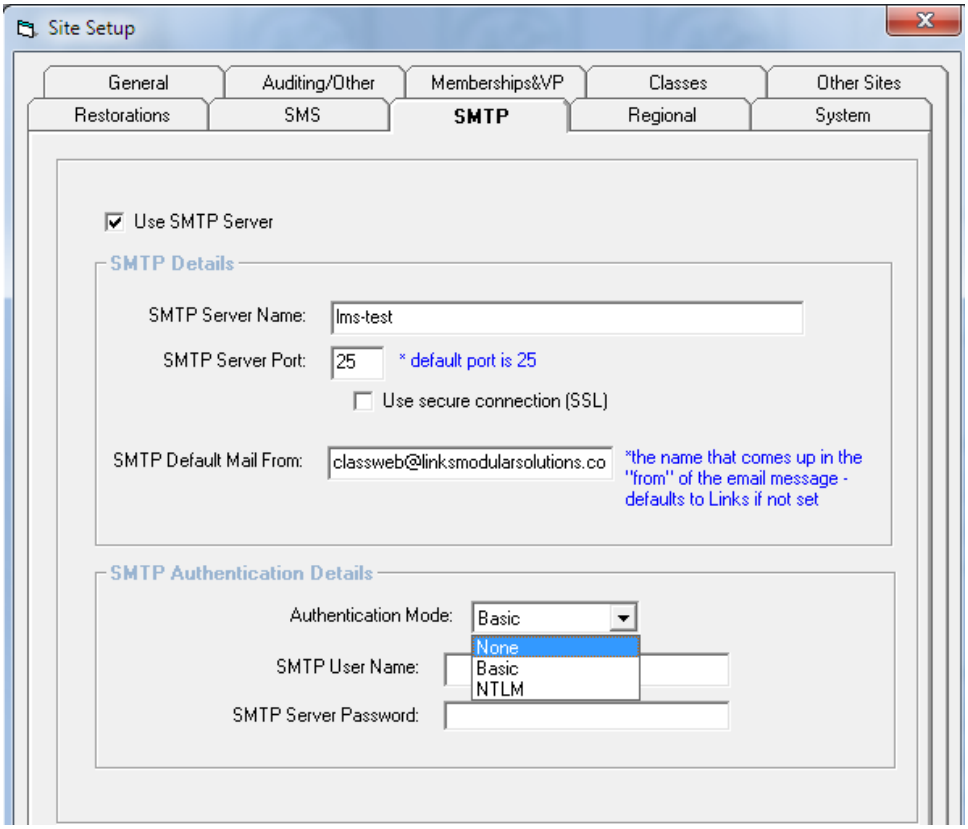

## Direct Debit Reversals

New security has been added to Direct Debit reversals to avoid complications when reversing LinksPay direct debits. User can no longer reverse a run that hasn't been sent, but that isn't the latest run.

## SMTP Changes

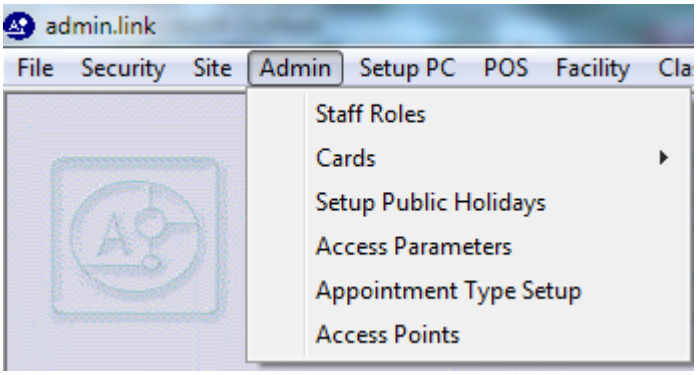
Due to the growing changes in domain names available, the SMTP details in Links can now cater for a Hyphen in the domain name. SMTP email is used for sites who do not have direct access to outlook or if you are using one of the extension modules such as pay.link, classweb.link or memweb.link. Links also now caters for 2 types of authentication and SSL connections. It is best to speak to your IT Professional or Internet Service Provider to ensure you have the correct details entered here.

Admin>SiteMenu>SiteSetup>SMTP




## Menu Changes

With the increased security in Version 9, only administrators can access the Site Menu and Security Menu. To cater for this change a number of items that may be required for access by non administrators have been moved to an Admin Menu



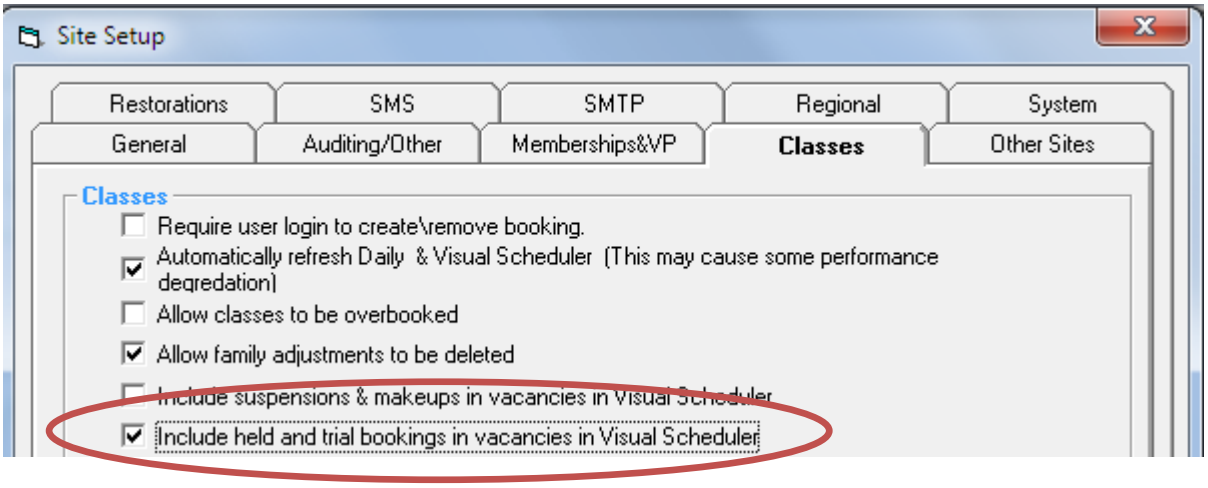
## class.link changes

## Trial Classes

Links now has the ability to track trial classes. This is catered for through a new booking type that allows the booking of a trial class for a selected number of weeks. A trial booking will not charge anything to a family account at the time of the booking, however when the booking is made permanent a charge can be applied to the initial trial classes.

### Admin Setup

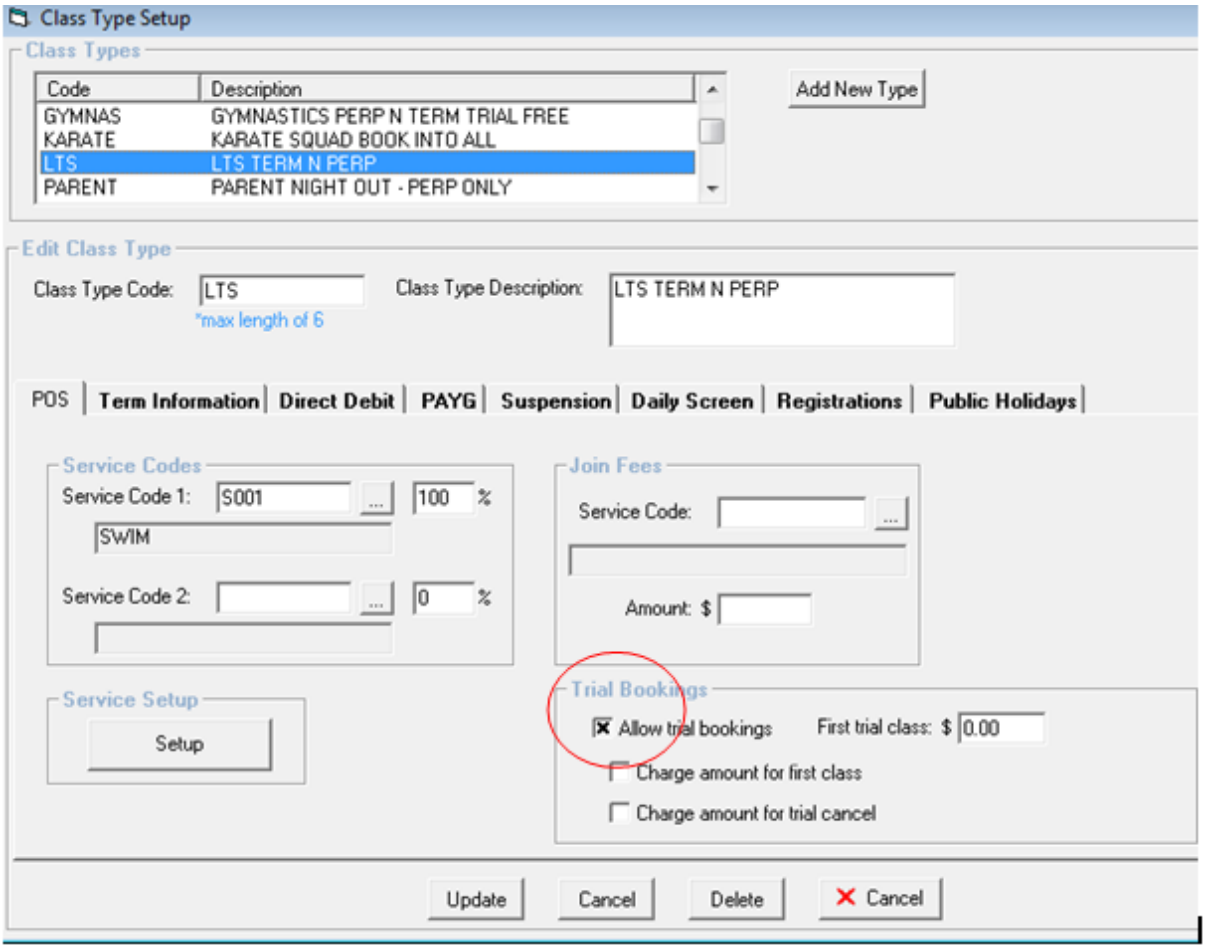
A new switch has been added to allow a trial booking to take up a vacancy within the class. If you wish to utilise this feature you will need to turn this switch on in Admin>SiteMenu>SiteSetup>ClassesTab




### Setting up a class type for trial bookings

You are able to permit trial class bookings by class type. Allowing you to offer trial classes in some programs, but not others as required. To set this up you just need to check the 'Allow Trial bookings' box in the new trial bookings section of

Admin > Classes > ClassTypes > POS



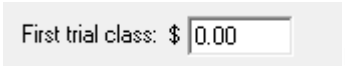

This is all that is required, so you can then just click update

The other options available to you here are

Check this box if you want to set a specific amount to be billed for the trial class

**Note.** If you don't check the box and set a price the cost of the trial will be included in the normal pro rata calculation. If you wish to charge $0 for trail classes you must check this box and enter $0 for the first trial class.

If you wish to charge a fee for cancelling a trial class check this box

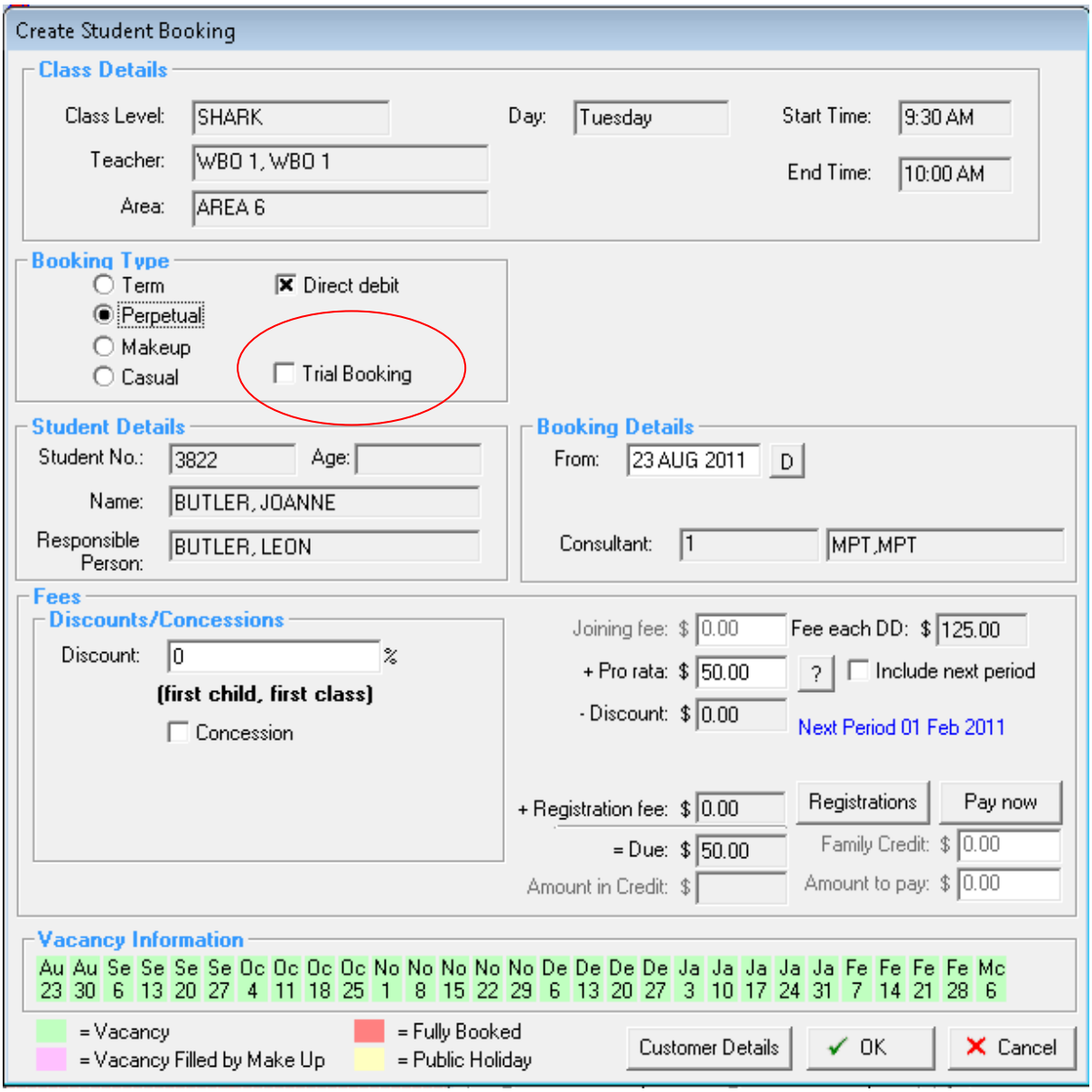



Enter a cost for the first trial and/or trial cancellation i.e. $0, $5 etc.

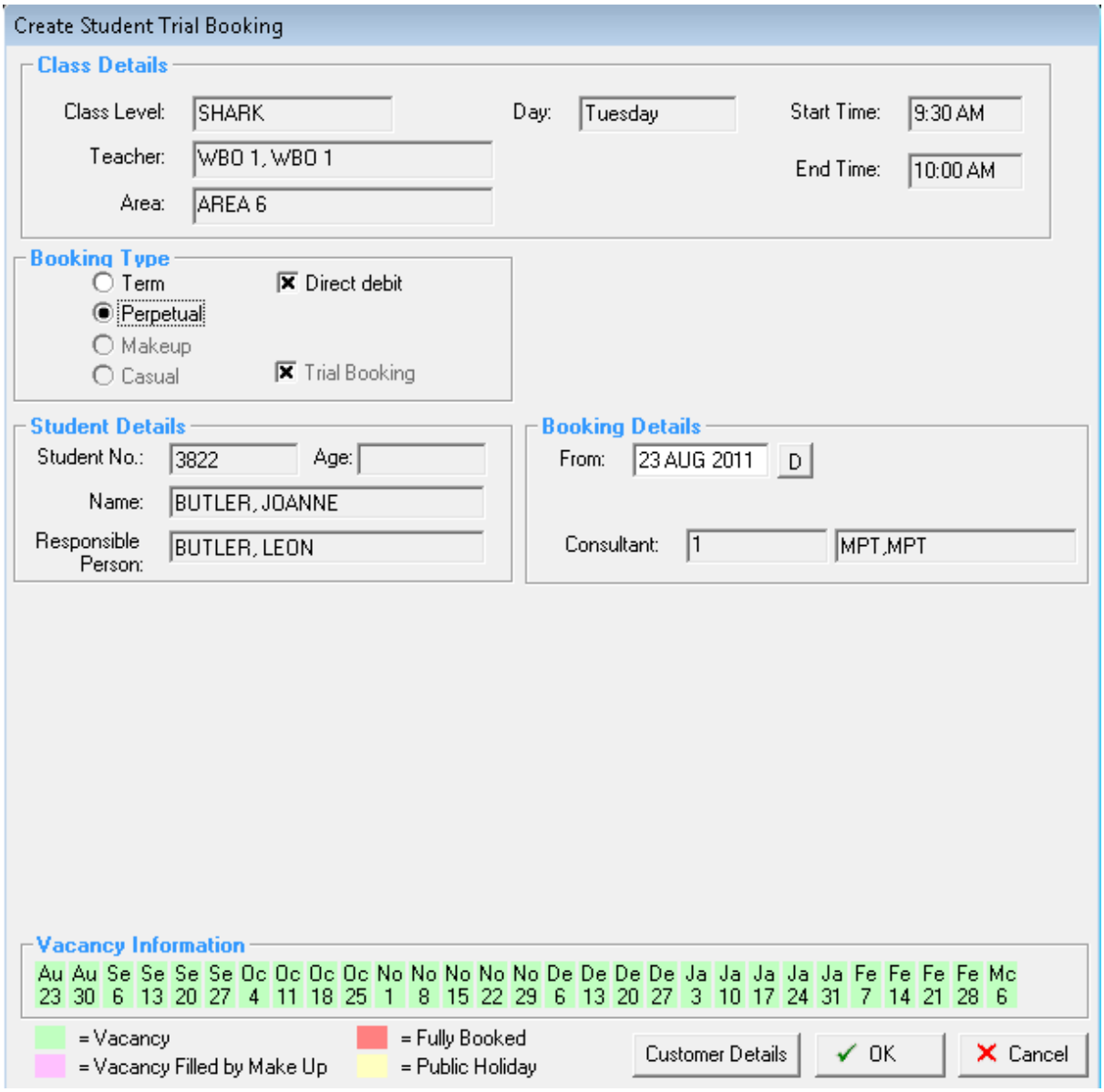
## Making a trial booking

You begin a trial booking the same as any other booking

Classes > Classes > Visual Scheduler > Make a Booking



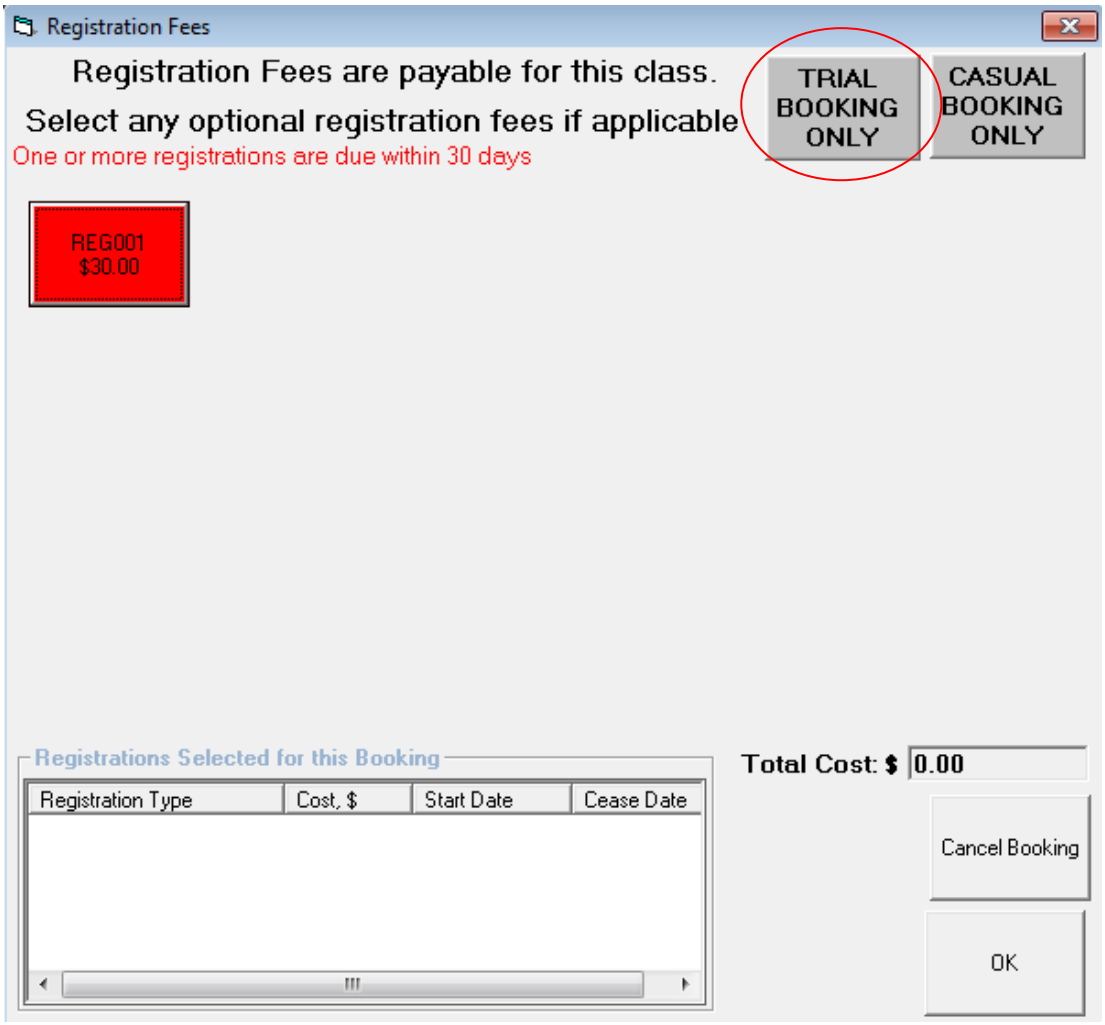

Select 'Trial booking'


Create Student Trial Booking
Class Details
Class Level: SHARK
Day: Tuesday
Start Time: 9:30 AM
Teacher: WBO 1, WBO 1
End Time: 10:00 AM
Area: AREA 6
Booking Type
Term
Perpetual
Makeup
Casual
Direct debit
Trial Booking
Student Details
Student No.: 3822
Age:
Name: BUTLER, JOANNE
Responsible Person: BUTLER, LEON
Booking Details
From: 23 AUG 2011
D
Consultant: 1
MPT,MPT
Vacancy Information
Au 23 Au 30 Se 6 Se 13 Se 20 Se 27 Oc 4 Oc 11 Oc 18 Oc 25 No 1 No 8 No 15 No 22 No 29 De 6 De 13 De 20 De 27 Ja 3 Ja 10 Ja 17 Ja 24 Ja 31 Fe 7 Fe 14 Fe 21 Fe 28 Mc 6
= Vacancy
= Vacancy Filled by Make Up
= Fully Booked
= Public Holiday
Customer Details
OK
Cancel

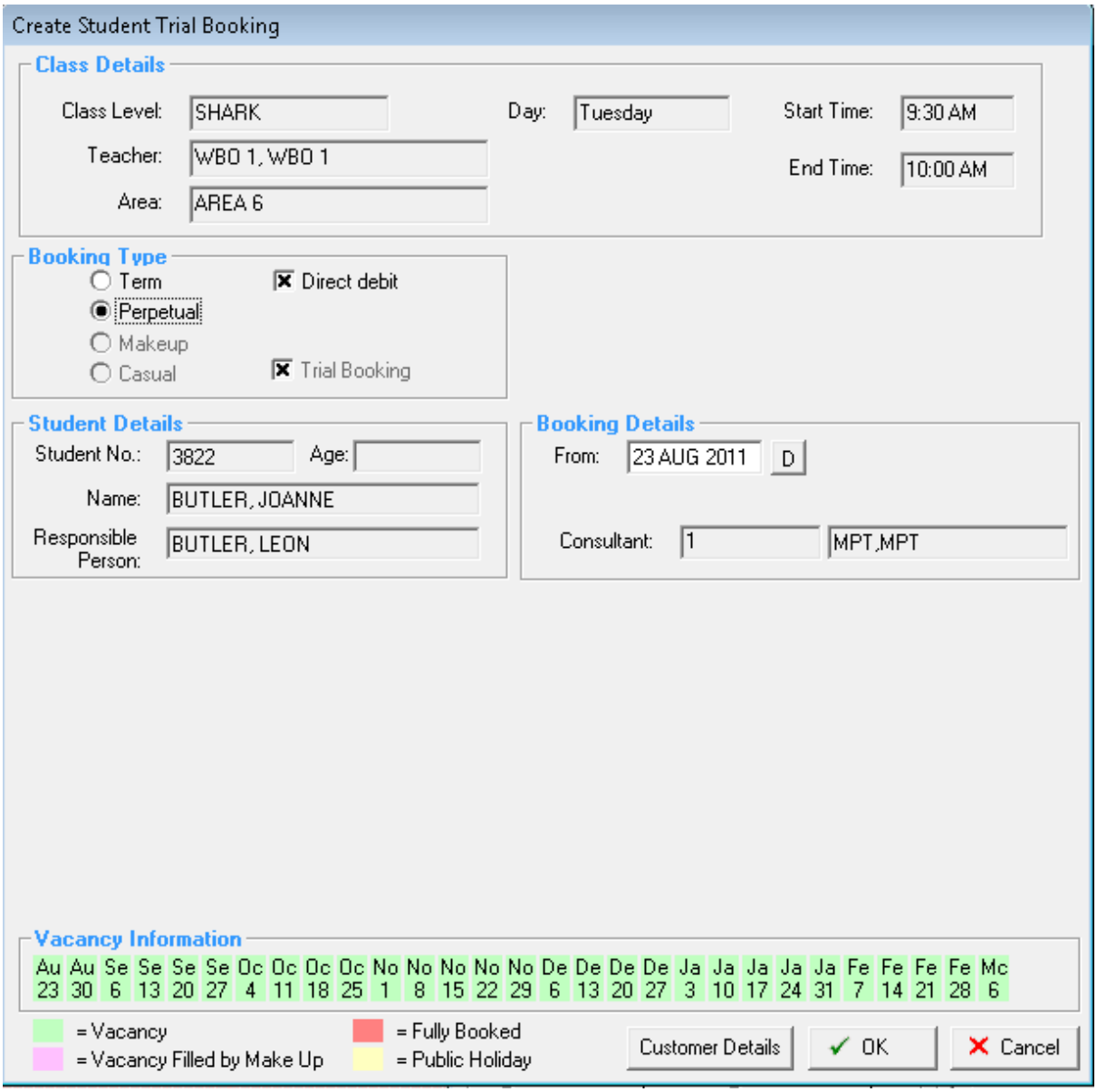
Select OK to complete the trial booking

If you have registration fees on your classes you will receive the following screen.

Select 'Trial Booking Only'

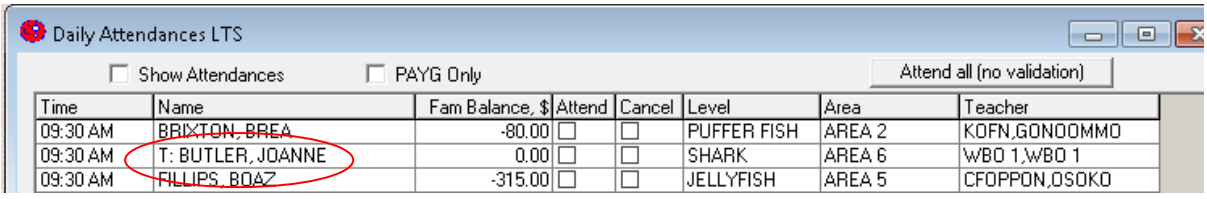



Trial booking will then be automatically checked for you so you can just click OK to complete the booking

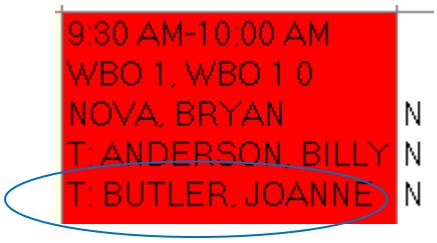

Create Student Trial Booking
Class Details
Class Level: SHARK
Day: Tuesday
Start Time: 9:30 AM
Teacher: WBO 1, WBO 1
End Time: 10:00 AM
Area: AREA 6
Booking Type
Term
Perpetual
Makeup
Casual
Direct debit
Trial Booking
Student Details
Student No.: 3822
Age:
Name: BUTLER, JOANNE
Responsible Person: BUTLER, LEON
Booking Details
From: 23 AUG 2011
D
Consultant: 1
MPT,MPT
Vacancy Information
Au 23 Au 30 Se 6 Se 13 Se 20 Se 27 Oc 4 Oc 11 Oc 18 Oc 25 No 1 No 8 No 15 No 22 No 29 De 6 De 13 De 20 De 27 Ja 3 Ja 10 Ja 17 Ja 24 Ja 31 Fe 7 Fe 14 Fe 21 Fe 28 Mc 6
= Vacancy
= Vacancy Filled by Make Up
= Fully Booked
= Public Holiday
Customer Details
OK
Cancel

Trial bookings will be displayed on the daily attendance with a 'T'

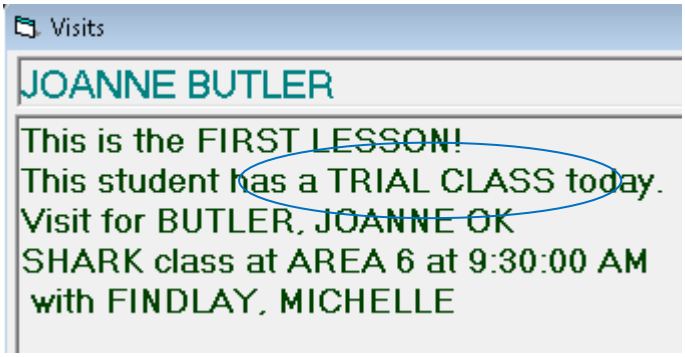
**Note.** The change to casual to 'C' and Makeup to 'M'


Daily Attendances LTS
Show Attendances
PAYG Only
Attend all (no validation)
Time | Name | Fam Balance, $ | Attend | Cancel | Level | Area | Teacher
09:30 AM | BRIXTON, BREA | -80.00 | | | PUFFER FISH | AREA 2 | KOFN,GONOOMMO
09:30 AM | T: BUTLER, JOANNE | 0.00 | | | SHARK | AREA 6 | WBO 1,WBO 1
09:30 AM | FILLIPS, BOAZ | -315.00 | | | JELLYFISH | AREA 5 | CFOPPON,OSOKO

The same changes have also been made to the daily classes screen



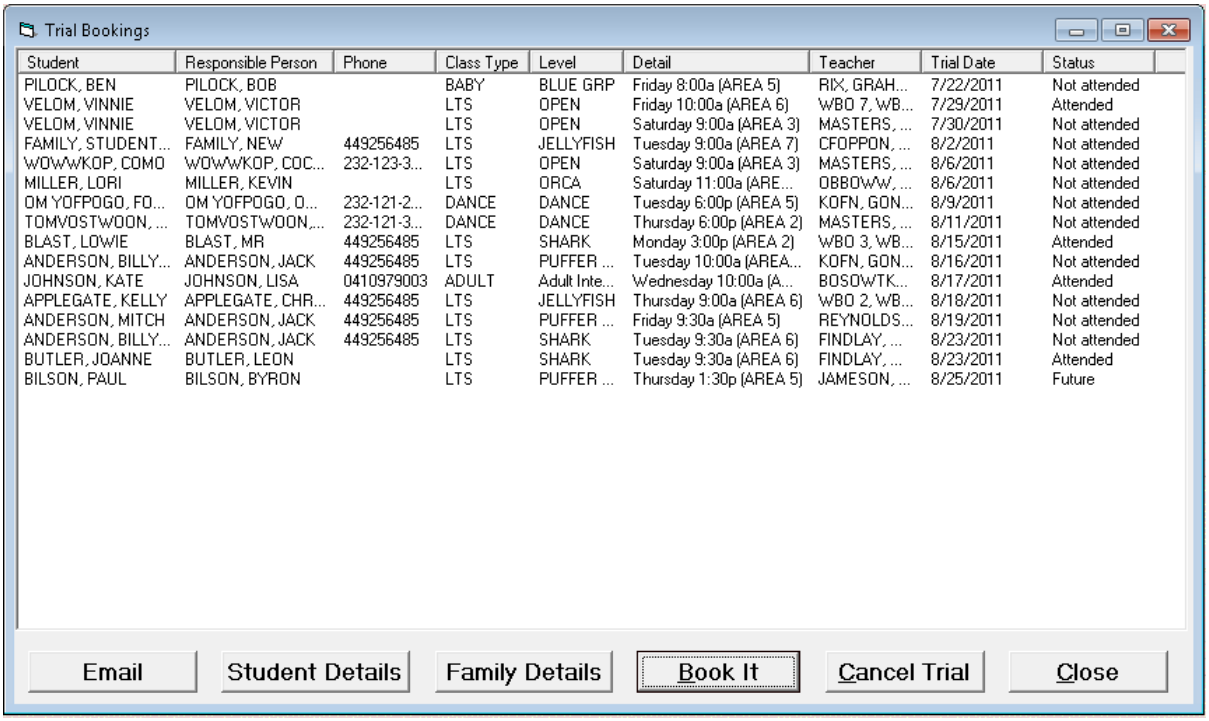

A TRIAL CLASS message will also appear when the student checks in for class


Visits
JOANNE BUTLER
This is the FIRST LESSON!
This student has a TRIAL CLASS today.
Visit for BUTLER, JOANNE OK
SHARK class at AREA 6 at 9:30:00 AM
with FINDLAY, MICHELLE

## New Trial Booking screen

To assist with managing trial classes LMS introduces a new management screen

Classes > Classes > Trial Bookings


Trial Bookings
Student | Responsible Person | Phone | Class Type | Level | Detail | Teacher | Trial Date | Status
PILOCK, BEN | PILOCK, BOB | | BABY | BLUE GRP | Friday 8:00a (AREA 5) | RIX, GRAH... | 7/22/2011 | Not attended
VELOM, VINNIE | VELOM, VICTOR | | LTS | OPEN | Friday 10:00a (AREA 6) | WBO 7, WB... | 7/29/2011 | Attended
VELOM, VINNIE | VELOM, VICTOR | | LTS | OPEN | Saturday 9:00a (AREA 3) | MASTERS, ... | 7/30/2011 | Not attended
FAMILY, STUDENT... | FAMILY, NEW | 449256485 | LTS | JELLYFISH | Tuesday 9:00a (AREA 7) | CFOPPON, ... | 8/2/2011 | Not attended
WOWWKOP, COMO | WOWWKOP, COC... | 232-123-3... | LTS | OPEN | Saturday 9:00a (AREA 3) | MASTERS, ... | 8/6/2011 | Not attended
MILLER, LORI | MILLER, KEVIN | | LTS | ORCA | Saturday 11:00a (ARE... | OBBOWW, ... | 8/6/2011 | Not attended
OM YOFPOGO, FO... | OM YOFPOGO, O... | 232-121-2... | DANCE | DANCE | Tuesday 6:00p (AREA 5) | KOFN, GON... | 8/9/2011 | Not attended
TOMVOSTWOON, ... | TOMVOSTWOON,... | 232-121-3... | DANCE | DANCE | Thursday 6:00p (AREA 2) | MASTERS, ... | 8/11/2011 | Not attended
BLAST, LOWIE | BLAST, MR | 449256485 | LTS | SHARK | Monday 3:00p (AREA 2) | WBO 3, WB... | 8/15/2011 | Attended
ANDERSON, BILLY... | ANDERSON, JACK | 449256485 | LTS | PUFFER ... | Tuesday 10:00a (AREA... | KOFN, GON... | 8/16/2011 | Not attended
JOHNSON, KATE | JOHNSON, LISA | 0410979003 | ADULT | Adult Inte... | Wednesday 10:00a (A... | BOSOWTK... | 8/17/2011 | Attended
APPLEGATE, KELLY | APPLEGATE, CHR... | 449256485 | LTS | JELLYFISH | Thursday 9:00a (AREA 6) | WBO 2, WB... | 8/18/2011 | Not attended
ANDERSON, MITCH | ANDERSON, JACK | 449256485 | LTS | PUFFER ... | Friday 9:30a (AREA 5) | REYNOLDS... | 8/19/2011 | Not attended
ANDERSON, BILLY... | ANDERSON, JACK | 449256485 | LTS | SHARK | Tuesday 9:30a (AREA 6) | FINDLAY, ... | 8/23/2011 | Not attended
BUTLER, JOANNE | BUTLER, LEON | | LTS | SHARK | Tuesday 9:30a (AREA 6) | FINDLAY, ... | 8/23/2011 | Attended
BILSON, PAUL | BILSON, BYRON | | LTS | PUFFER ... | Thursday 1:30p (AREA 5) | JAMESON, ... | 8/25/2011 | Future
Email
Student Details
Family Details
Book It
Cancel Trial
Close

From this screen you can see the details of all pending trial bookings

Click this to email the responsible person of a trial booking past or present

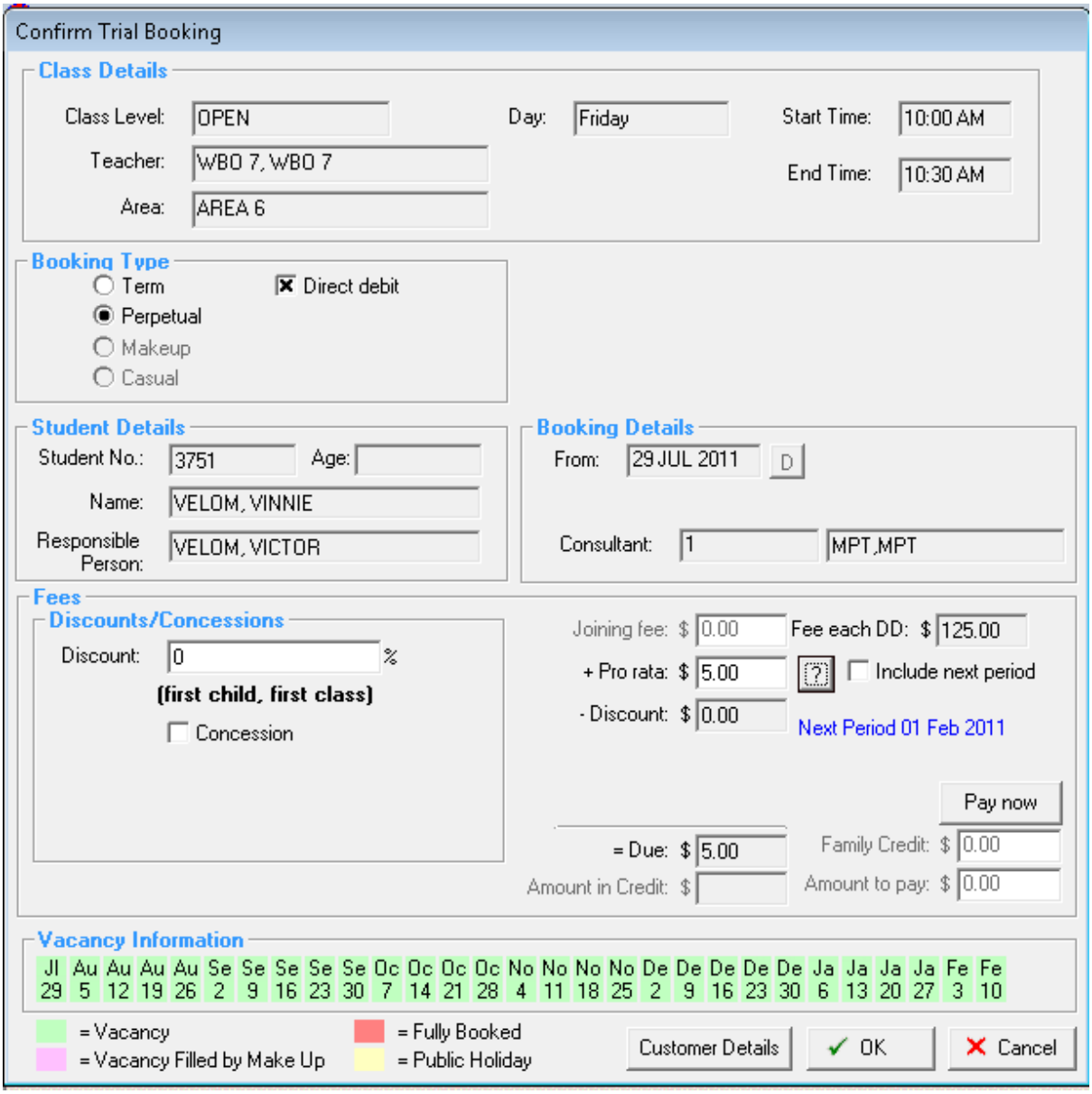
Student Details Click this to access student details

Family Details Click this to access the family details

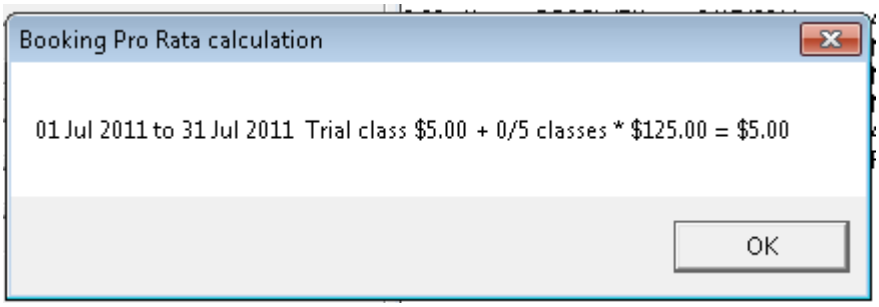
## Converting a trial booking

To convert a trial booking into a term or perpetual booking highlight the booking in the trial booking screen (see above) and click Book It

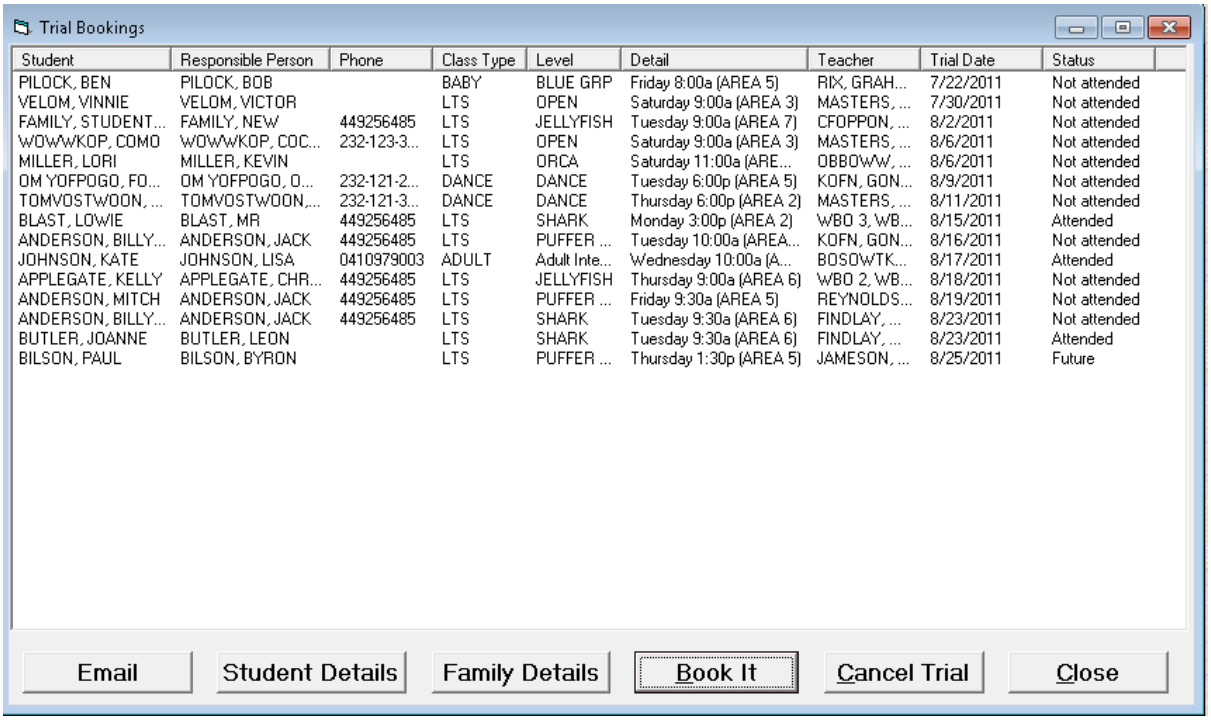
Then continue booking the class as you would normally



See above the fee for a trail in this case is $5 that is the last class of the month so the amount due is just $5




The booking will then disappear from the Trial Booking screen

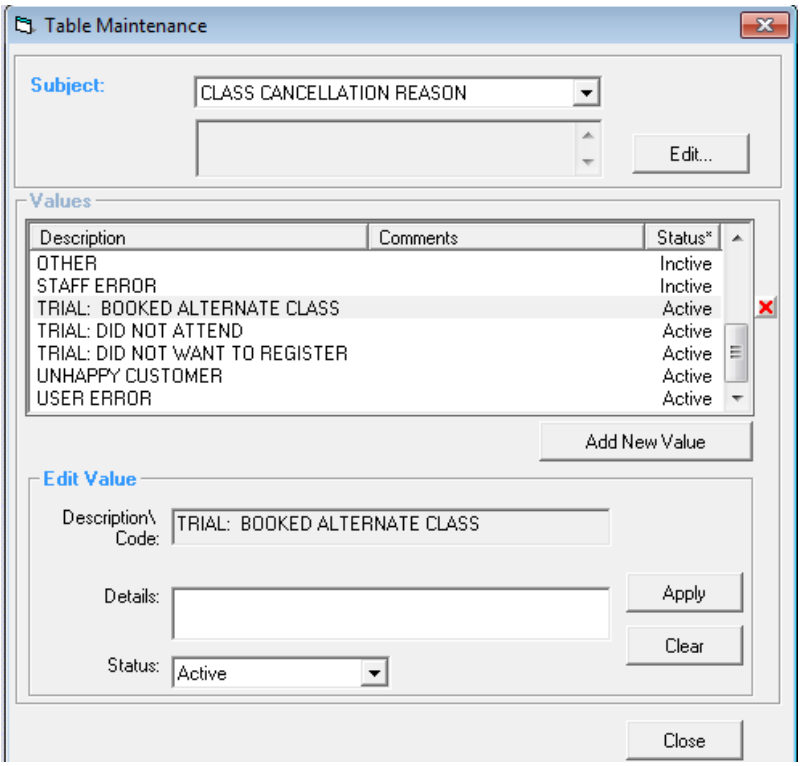



| Student | Responsible Person | Phone | Class Type | Level | Detail | Teacher | Trial Date | Status |
|---|---|---|---|---|---|---|---|---|
| PILOCK, BEN | PILOCK, BOB | | BABY | BLUE GRP | Friday 8:00a (AREA 5) | RIX, GRAH... | 7/22/2011 | Not attended |
| VELOM, VINNIE | VELOM, VICTOR | | LTS | OPEN | Saturday 9:00a (AREA 3) | MASTERS, ... | 7/30/2011 | Not attended |
| FAMILY, STUDENT... | FAMILY, NEW | 449256485 | LTS | JELLYFISH | Tuesday 9:00a (AREA 7) | CFOPPON, ... | 8/2/2011 | Not attended |
| WOWWKOP, COMO | WOWWKOP, COC... | 232-123-3... | LTS | OPEN | Saturday 9:00a (AREA 3) | MASTERS, ... | 8/6/2011 | Not attended |
| MILLER, LORI | MILLER, KEVIN | | LTS | ORCA | Saturday 11:00a (ARE... | OBBOWW, ... | 8/6/2011 | Not attended |
| OM YOFPOGO, FO... | OM YOFPOGO, O... | 232-121-2... | DANCE | DANCE | Tuesday 6:00p (AREA 5) | KOFN, GON... | 8/9/2011 | Not attended |
| TOMVOSTWOON, ... | TOMVOSTWOON,... | 232-121-3... | DANCE | DANCE | Thursday 6:00p (AREA 2) | MASTERS, ... | 8/11/2011 | Not attended |
| BLAST, LOWIE | BLAST, MR | 449256485 | LTS | SHARK | Monday 3:00p (AREA 2) | WBO 3, WB... | 8/15/2011 | Attended |
| ANDERSON, BILLY... | ANDERSON, JACK | 449256485 | LTS | PUFFER ... | Tuesday 10:00a (AREA... | KOFN, GON... | 8/16/2011 | Not attended |
| JOHNSON, KATE | JOHNSON, LISA | 0410979003 | ADULT | Adult Inte... | Wednesday 10:00a (A... | BOSOWTK... | 8/17/2011 | Attended |
| APPLEGATE, KELLY | APPLEGATE, CHR... | 449256485 | LTS | JELLYFISH | Thursday 9:00a (AREA 6) | WBO 2, WB... | 8/18/2011 | Not attended |
| ANDERSON, MITCH | ANDERSON, JACK | 449256485 | LTS | PUFFER ... | Friday 9:30a (AREA 5) | REYNOLDS... | 8/19/2011 | Not attended |
| ANDERSON, BILLY... | ANDERSON, JACK | 449256485 | LTS | SHARK | Tuesday 9:30a (AREA 6) | FINDLAY, ... | 8/23/2011 | Not attended |
| BUTLER, JOANNE | BUTLER, LEON | | LTS | SHARK | Tuesday 9:30a (AREA 6) | FINDLAY, ... | 8/23/2011 | Attended |
| BILSON, PAUL | BILSON, BYRON | | LTS | PUFFER ... | Thursday 1:30p (AREA 5) | JAMESON, ... | 8/25/2011 | Future |

## Cancelling a trial booking

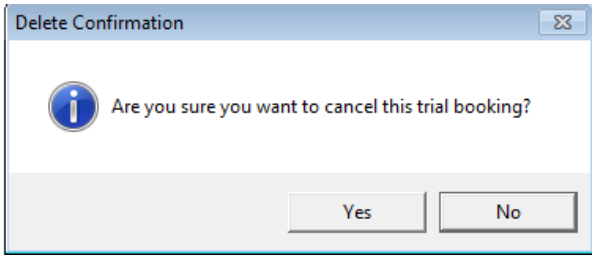
As part of your setup we recommend adding some specific trial class cancelation reasons via

Admin > Site > Table Maintenance > Class Cancellation Reason

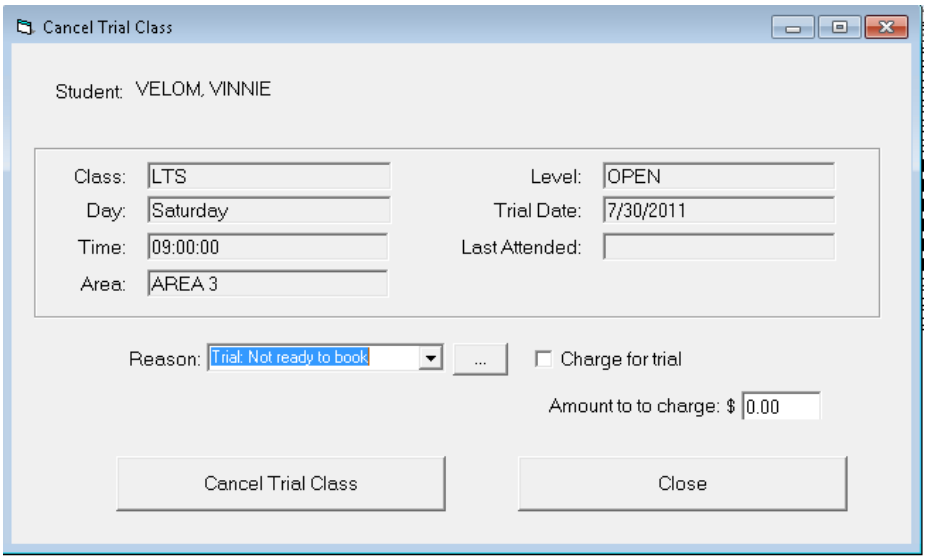



Then to cancel a trial booking highlight the booking in the Trial Booking screen (see above) and click

You will then receive the following message

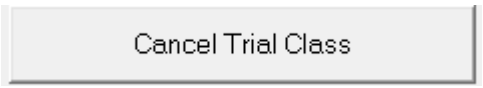



Click 'yes' and the following screen will appear

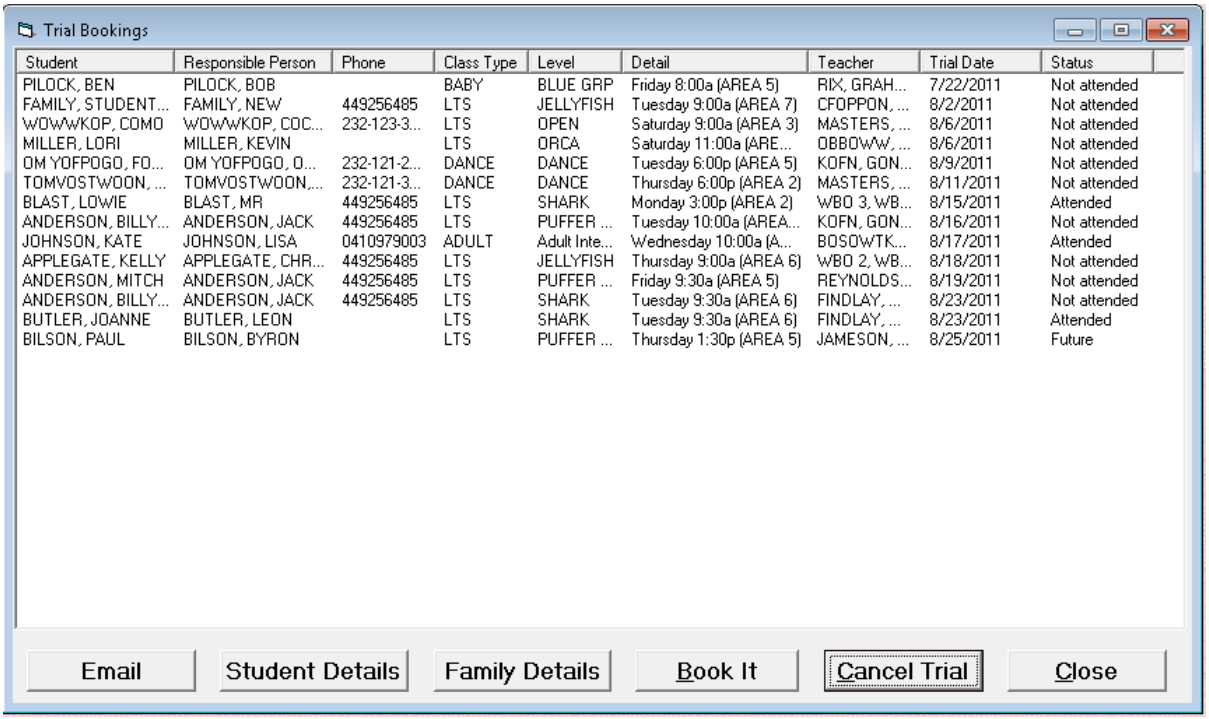



Select your cancellation reason from the drop down list

Note. If you had selected in the class type setup to charge for cancelled trials the amount will appear automatically. If not, then you can add this here as required.

Then click 


The Trial Booking will now be removed from the Trial Booking screen




| Student | Responsible Person | Phone | Class Type | Level | Detail | Teacher | Trial Date | Status |
|---|---|---|---|---|---|---|---|---|
| PILOCK, BEN | PILOCK, BOB | | BABY | BLUE GRP | Friday 8:00a (AREA 5) | RIX, GRAH... | 7/22/2011 | Not attended |
| FAMILY, STUDENT... | FAMILY, NEW | 449256485 | LTS | JELLYFISH | Tuesday 9:00a (AREA 7) | CFOPPON, ... | 8/2/2011 | Not attended |
| WOWWKOP, COMO | WOWWKOP, COC... | 232-123-3... | LTS | OPEN | Saturday 9:00a (AREA 3) | MASTERS, ... | 8/6/2011 | Not attended |
| MILLER, LORI | MILLER, KEVIN | | LTS | ORCA | Saturday 11:00a (ARE... | OBBOWW, ... | 8/6/2011 | Not attended |
| OM YOFPOGO, FO... | OM YOFPOGO, O... | 232-121-2... | DANCE | DANCE | Tuesday 6:00p (AREA 5) | KOFN, GON... | 8/9/2011 | Not attended |
| TOMVOSTWOON, ... | TOMVOSTWOON,... | 232-121-3... | DANCE | DANCE | Thursday 6:00p (AREA 2) | MASTERS, ... | 8/11/2011 | Not attended |
| BLAST, LOWIE | BLAST, MR | 449256485 | LTS | SHARK | Monday 3:00p (AREA 2) | WBO 3, WB... | 8/15/2011 | Attended |
| ANDERSON, BILLY... | ANDERSON, JACK | 449256485 | LTS | PUFFER ... | Tuesday 10:00a (AREA... | KOFN, GON... | 8/16/2011 | Not attended |
| JOHNSON, KATE | JOHNSON, LISA | 0410979003 | ADULT | Adult Inte... | Wednesday 10:00a (A... | BOSOWTK... | 8/17/2011 | Attended |
| APPLEGATE, KELLY | APPLEGATE, CHR... | 449256485 | LTS | JELLYFISH | Thursday 9:00a (AREA 6) | WBO 2, WB... | 8/18/2011 | Not attended |
| ANDERSON, MITCH | ANDERSON, JACK | 449256485 | LTS | PUFFER ... | Friday 9:30a (AREA 5) | REYNOLDS... | 8/19/2011 | Not attended |
| ANDERSON, BILLY... | ANDERSON, JACK | 449256485 | LTS | SHARK | Tuesday 9:30a (AREA 6) | FINDLAY, ... | 8/23/2011 | Not attended |
| BUTLER, JOANNE | BUTLER, LEON | | LTS | SHARK | Tuesday 9:30a (AREA 6) | FINDLAY, ... | 8/23/2011 | Attended |
| BILSON, PAUL | BILSON, BYRON | | LTS | PUFFER ... | Thursday 1:30p (AREA 5) | JAMESON, ... | 8/25/2011 | Future |

## Reporting of trial bookings

### *Supervisor Roster*

Clearly displays trial bookings (trial), as with make ups (mu) and casuals (cas)

**Supervisor Roster**

| Roster For:<br><br>Class Details | TUE 23 Aug 2011 09:30 AM<br><br>Students | Hlth/Usr Defnd | Age | D.S.L | L.R.A | Skills |
|---|---|---|---|---|---|---|
| [FINDLAY, MICHELLE]<br>09:30 AM (3/3)<br>AREA 6<br>SHARK<br>525 | $ANDERSON, BILLY BOB (trial) (3343)<br>BUTLER, JOANNE (trial) (3822)<br>$*NOVA, BRYAN (3643) | -, One @ 07/10<br>-<br>- | .<br>.<br>. | .<br>.<br>07/11 | .<br>23/08<br>. | .<br>.<br>. |

There is also a list of trial students on the last page

**Supervisor Roster**

**Trial bookings**

| Lesson Time | Date | Student Name | Level | Teacher |
|---|---|---|---|---|
| 09:30 AM | 23 Aug 2011 | ANDERSON, BILLY BOB | SHARK | FINDLAY,MICHELLE |
| 09:30 AM | 23 Aug 2011 | BUTLER, JOANNE | SHARK | FINDLAY,MICHELLE |

### *Student Booking Report*

A trial booking column has been added to this report

**Student Booking Numbers Summary Report**
**From: 22 AUG 2011 To: 28 AUG 2011**
**Location: LOCATION1**

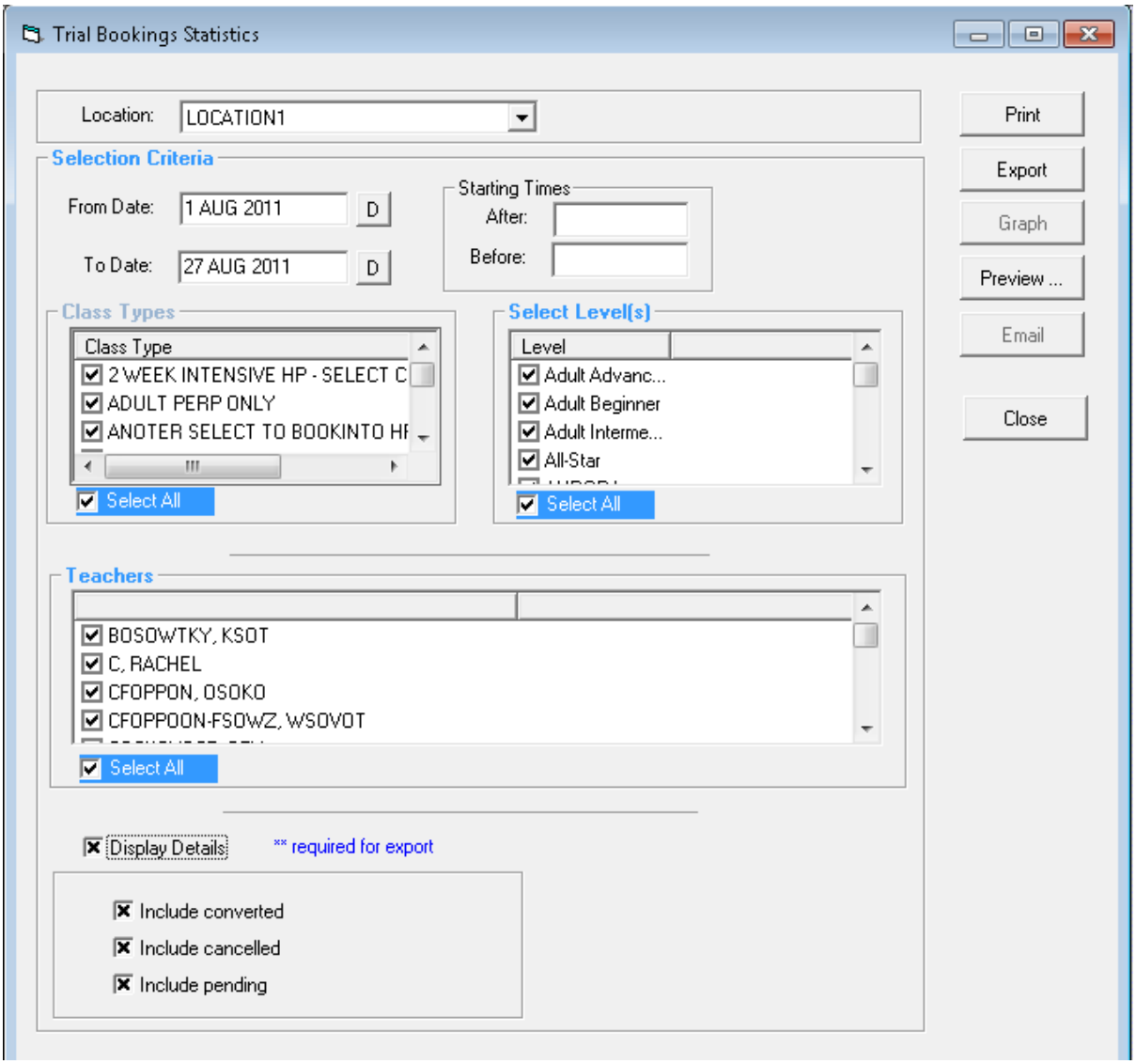
Note: This report shows the number of bookings. Also, a student may have one or more bookings.

| Level | Nbr Class | Max Stds | Tot Stds Booked DD | Tot Stds Booked Term | Tot Stds Makeup | Tot Stds Casual | Tot Stds Trial | Tot Stds PAYG | Tot Stds Booked | Vacancies | Booked,% |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Adult Advanced | 1 | 3 | 1 | 2 | 0 | 0 | 0 | 0 | 3 | 0 | 100 |
| JELLYFISH | 47 | 157 | 99 | 11 | 0 | 0 | 2 | 0 | 112 | 47 | 71.34 |
| NEMO | 4 | 10 | 6 | 1 | 0 | 0 | 0 | 0 | 7 | 3 | 70 |
| OPEN | 16 | 33 | 7 | 0 | 0 | 0 | 1 | 0 | 8 | 26 | 24.24 |
| ORCA | 6 | 18 | 7 | 0 | 0 | 0 | 1 | 0 | 8 | 11 | 44.44 |
| PUFFER FISH | 44 | 176 | 91 | 12 | 0 | 0 | 3 | 0 | 106 | 73 | 60.23 |
| SHARK | 66 | 206 | 125 | 7 | 0 | 0 | 3 | 0 | 135 | 74 | 65.53 |
| TURTLE | 30 | 92 | 39 | 4 | 0 | 0 | 0 | 0 | 43 | 49 | 46.74 |
| | | | | | | | | | | | |
| **TOTAL:** | **214** | **695** | **375** | **37** | **0** | **0** | **10** | **0** | **422** | **283** | **60.72** |

### *Trial Booking Statistics Report*

This new report has been developed for the trial booking conversion data enabling you to retrieve data based on a number of values

Reporting > Classes > Statistics > Trial Booking Statistics




The summary view provides statistics on trials past, present and future

**Trial Bookings Statistics Report**
for dates between 1 AUG 2011 and 27 AUG 2011

**Summary Report**

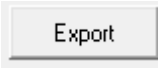
| # Bookings | # Students | Student Conversion | Overall Conversion | Converted Attended | Converted Unattended | Pending Attended | Pending Unattended | Pending Future | Not Converted Attended | Not Converted Unattended |
|---|---|---|---|---|---|---|---|---|---|---|
| 27 | 18 | 8 (44 %) | 13 (48.15 %) | 2 (33.33 %) | 11 (40.74 %) | 3 (11.11 %) | 7 (25.93 %) | 1 (3.7 %) | 1 (3.7 %) | 2 (7.41 %) |

The legend provides an explanation for each of the values and percentages listed

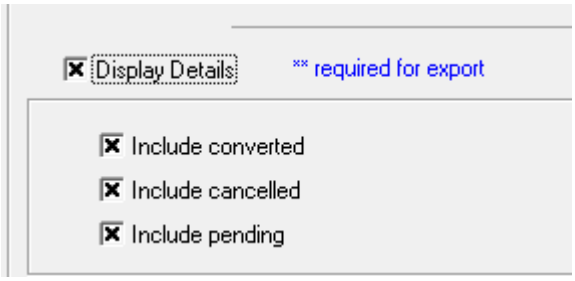
**Legend:**

**# Bookings - Number of trial bookings**
**# Students - Number of students with trial bookings**
**Overall Conversion - Number of Converted trial bookings**
**Converted Attended - Trial booking was attended, and then the student booked into the class**
**Converted Unattended - Trial booking was NOT attended, but the student still booked into the class**
**Pending Attended - Trial booking was attended, awaiting action (cancel or book)**
**Pending Unattended - Trial booking was NOT attended, awaiting action (cancel or book)**
**Pending Future - Trial booking is for a future date**
**Not Converted Attended - Trial booking was attended, but then cancelled**
**Not Converted Unattended - Trial booking was NOT attended, and then cancelled**

Click here to print the data



Click here to export the data to excel (only available if 'display details' has been selected




With Display Details checked you will see a detailed list of the trial booking records for the period selected.

**Trial Bookings Statistics Report**
for dates between 1 AUG 2011 and 27 AUG 2011

**Details Report**

| Student Id | Student Name | Parent | Phone | Teacher | Class | Level | Time | Trial Date | Status | Cancel Rsn |
|---|---|---|---|---|---|---|---|---|---|---|
| 3649 | BALONY, CHRIS | BALONY, ROSE | 111 111 1111 | CFOPPON, OSOKO | LTS | JELLYFISH | 16:00 | 8/15/2011 | Attended Cancel | Trial: Chose another class |
| 1149 | OLANDER, VICTOR | OLANDER, MARY | 232-123-3223 | MASTERS, ROCKY | LTS | OPEN | 09:00 | 8/6/2011 | Unattended Trial | |
| 3767 | MILLER, LORI | MILLER, KEVIN | | OBBOWW, KONOWFON | LTS | SHARK | 16:00 | 8/5/2011 | Unattended Converted | |
| 2854 | PRICE, EVAN | PRICE, PETER | 232-222-1332 | FINDLAY, MICHELLE | LTS | NEMO | 15:00 | 8/1/2011 | Unattended Converted | |

You also get:

- A breakdown of trial bookings by student

**Trial Bookings Statistics Report**
for dates between 1 AUG 2011 and 27 AUG 2011

**Breakdown by Student Report**

| Student | Student Name | # Bookings | Overall Conversion | Converted Attended | Converted Unattended | Pending Attended | Pending Unattended | Pending Future | Not Converted Attended | Not Converted Unattended |
|---|---|---|---|---|---|---|---|---|---|---|
| 1149 | OLANDER, VICTOR | 1 | 0 (0 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) | 1 (100 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) |
| 1150 | OLANDER, ROLAND | 1 | 0 (100 %) | 0 (0 %) | 1 (100 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) |
| 2512 | PRICE, NICK | 1 | 0 (100 %) | 0 (0 %) | 1 (100 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) |
| 2854 | PRICE, EVAN | 2 | 0 (100 %) | 0 (0 %) | 2 (100 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) |

- A breakdown of trial bookings by teacher

**Trial Bookings Statistics Report**
for dates between 1 AUG 2011 and 27 AUG 2011

**Breakdown by Teacher Report**

| Teacher | Teacher Name | # Bookings | Overall Conversion | Converted Attended | Converted Unattended | Pending Attended | Pending Unattended | Pending Future | Not Converted Attended | Not Converted Unattended |
|---|---|---|---|---|---|---|---|---|---|---|
| 105 | KLEIN, KEVIN | 1 | 0 (0 %) | 0 (0 %) | 0 (0 %) | 1 (100 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) |
| 2590 | MASTERS, ROCKY | 2 | 1 (50 %) | 1 (100 %) | 0 (0 %) | 0 (0 %) | 1 (50 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) |
| 2592 | JAMESON, KEVIN | 2 | 0 (50 %) | 0 (0 %) | 1 (50 %) | 0 (0 %) | 0 (0 %) | 1 (50 %) | 0 (0 %) | 0 (0 %) |
| 2596 | COLEMAN, LAURIE | 1 | 0 (100 %) | 0 (0 %) | 1 (100 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) | 0 (0 %) |

- A trial cancellation reason report indicating why the business/teacher is failing to convert trial bookings

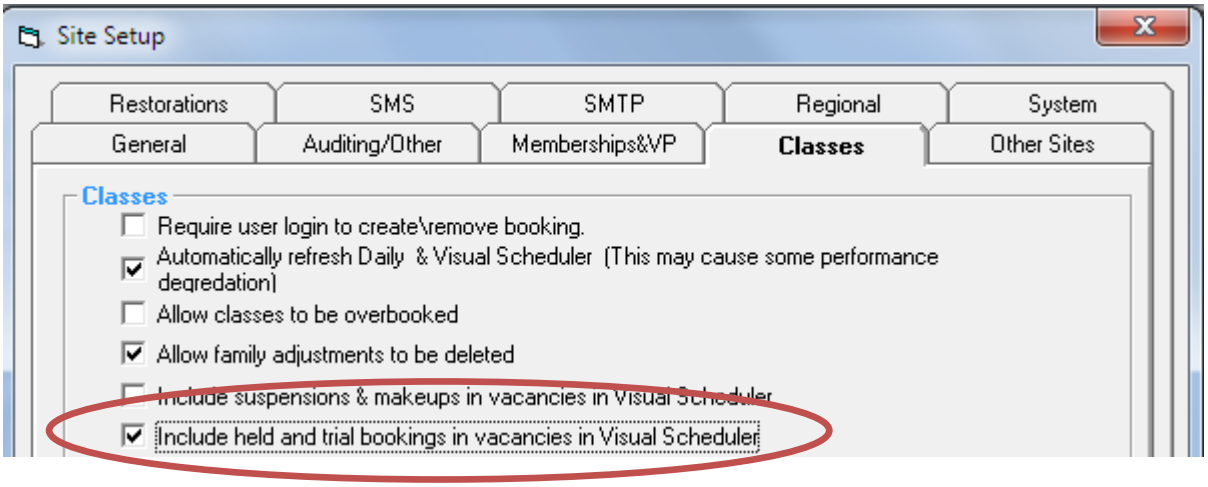
**Trial Bookings Statistics Report**
**for dates between 1 AUG 2011 and 27 AUG 2011**

**Breakdown by Teacher Cancellation Report**

| Teacher | Teacher Name | No Bookings | No Attended | Cancel Reason |
|---|---|---|---|---|
| 2610 | ALEXANDER, LILLY | 1 | 1 | Trial: Chose another class |
| 2611 | TBC 1, TBC 1 | 1 | 0 | Trial: Didn t Attend |
| 3004 | LEWIS, DONNA | 1 | 0 | Trial: Not ready to book |

## Held Bookings

A new switch has been added to allow a held booking to take up a vacancy within the class. If you wish to utilise this feature you will need to turn this switch on in Admin>SiteMenu>SiteSetup>ClassesTab




## Search for a Family by last 4 of Credit Card

If you need to find a family based on the last 4 digits of their credit card you can now do this in the family search screen. In the families screen click on the ... search button and you will see the search option below the name fields.

## classweb.link

After a successful trial period of classweb.link, Version 9 now brings you a more advanced version of classweb.link. This version includes numerous bug fixes and minor changes as well as;

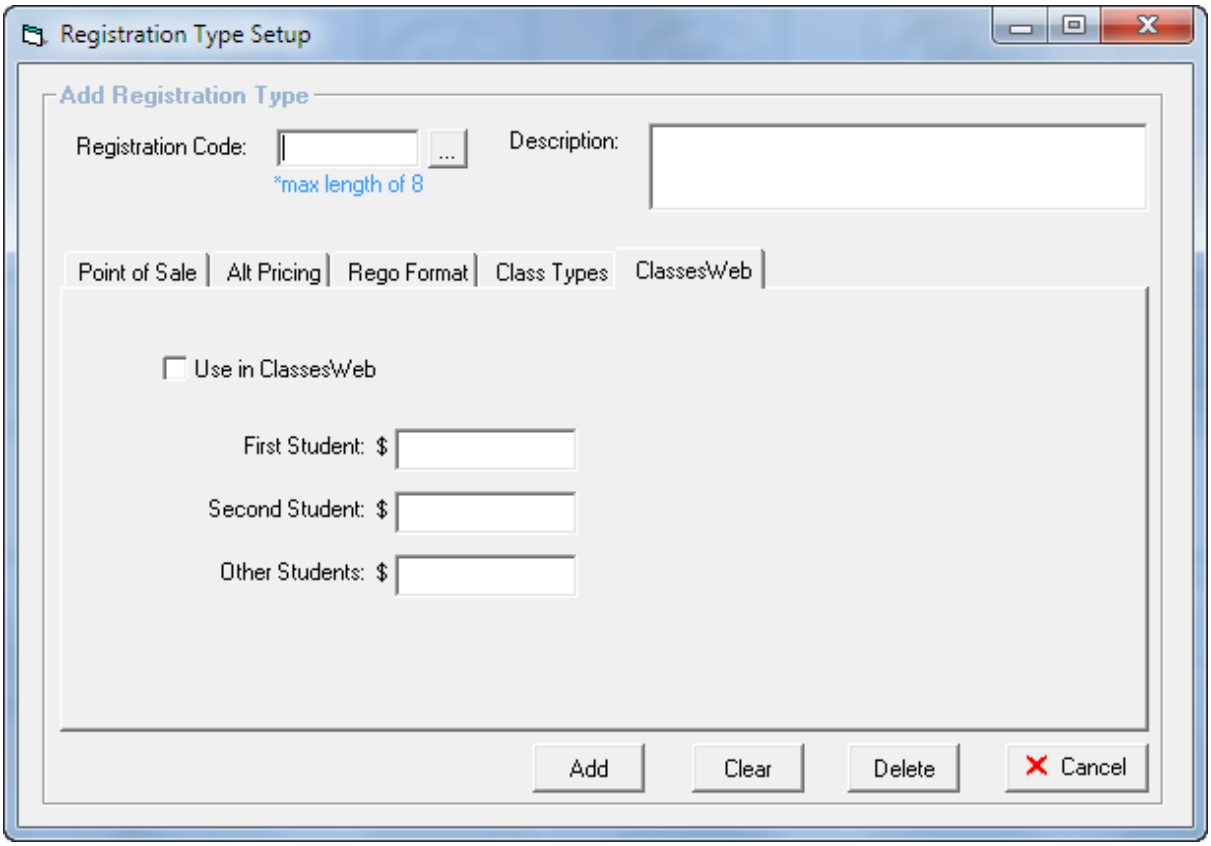
- Discount recognition
- Student & Family Registration Fees
- Ability to update Direct Debit Details online
- New User interface for easier navigation
- Smarter future booking features
- Double transaction processing protection
- Authenticity signature options including removal of captcha

To view the changes and have a live operation of classweb.link please visit [www.linksmodularsolutions.com/classesweb](www.linksmodularsolutions.com/classesweb)

## Setting up registration fees

Mandatory registration fees are automatically added to a customer account when making a web booking. You can choose to override the price that is allocated to students for web bookings. This is catered for in the registration type setup.

Admin>Classes>RegistrationTypes

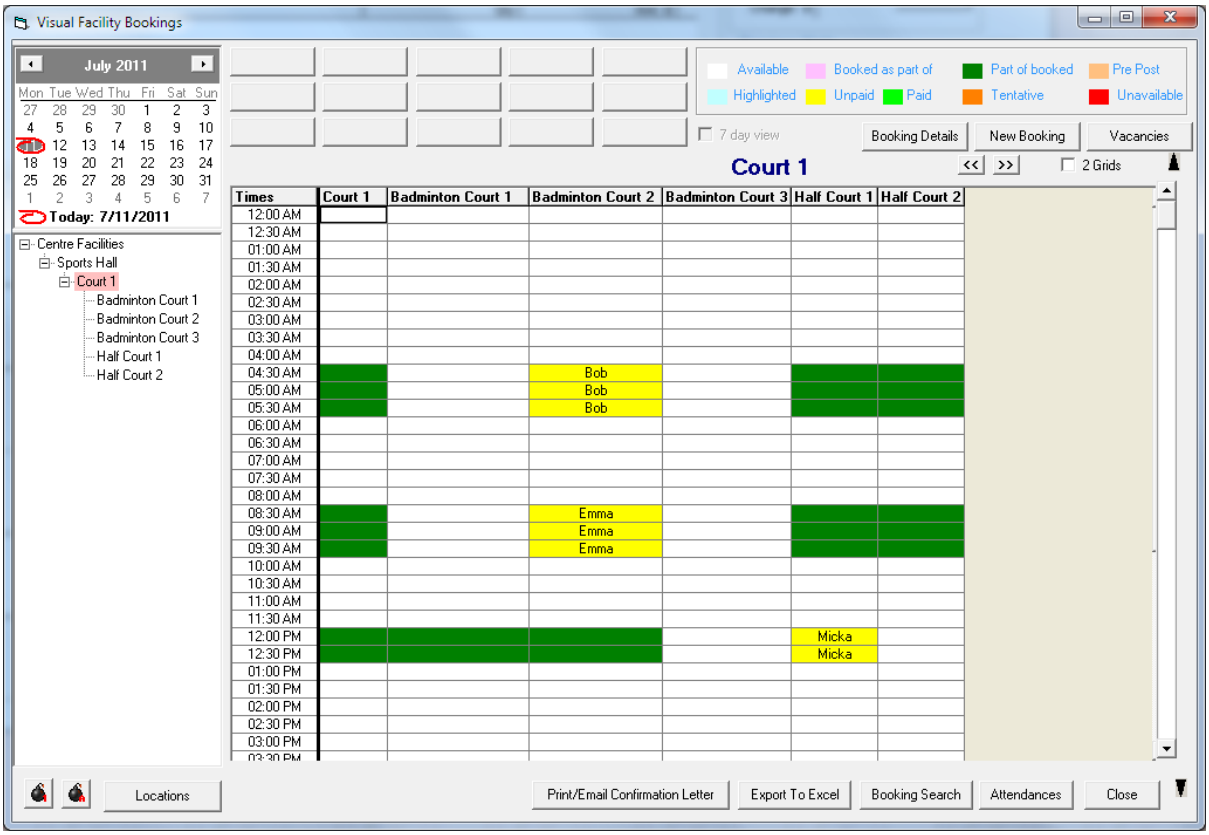


**facility.link**

## Co Relationship Facilities

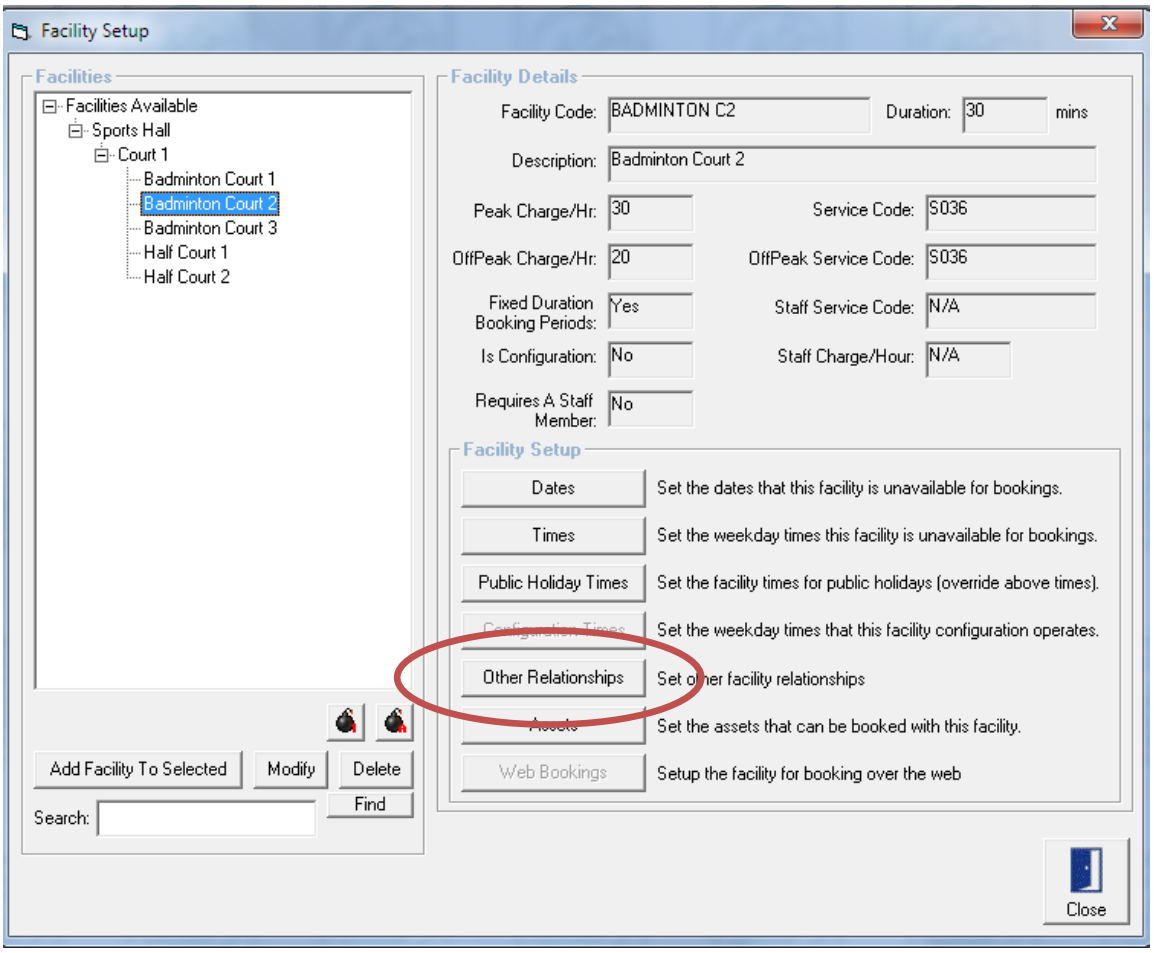
Links now has the ability to enable multiple configurations of facilities such as Sports Halls and Pools. This is ideal for users that change Lane options or have numerous sports played on the one court. The most common use of co relationships is that of a sports hall with half courts and badminton courts. In the past users would have setup Badminton Court 2a and Badminton Court 2b and had these under respective half courts.

Users can now assign the Badminton Court 2 to both half courts. To do this your facilities can simply be setup like seen below

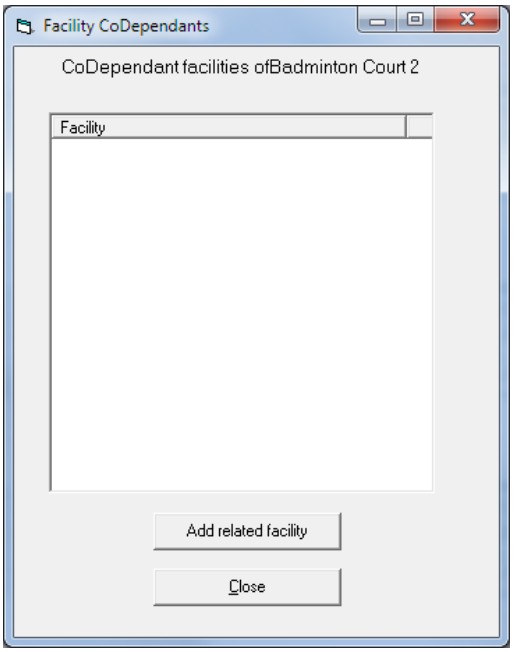


To assign the co relationships you will need to go to Admin>Facility>SetupFacilities

1. Click on facility you wish to assign
2. Click on Other relationships

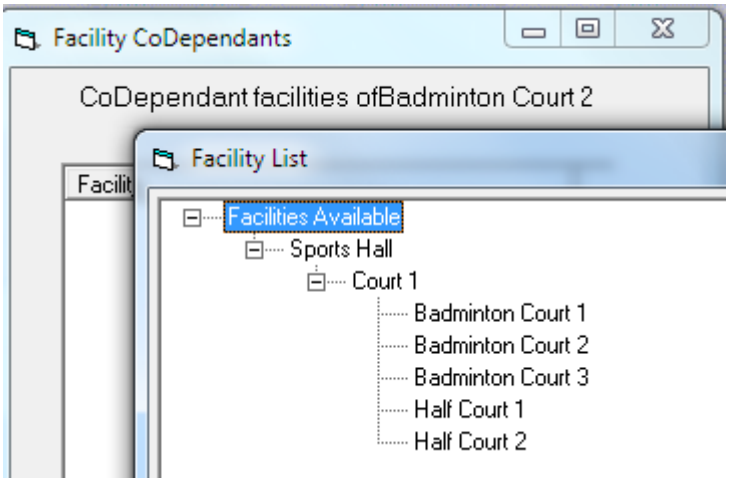



3. The following screen will appear



4. You can then select

5. This will display a list of the facilities so you can then select which facilities should be blocked out when this facility is in use




Other examples of where co relationships may be used are;

1. Booking the entire pool also books the PA System and Podiums at no additional cost
2. Booking Lanes 1-3 automatically make Lane 4 unavailable for Booking
3. A volleyball court in the middle of a netball court makes both half courts unavailable

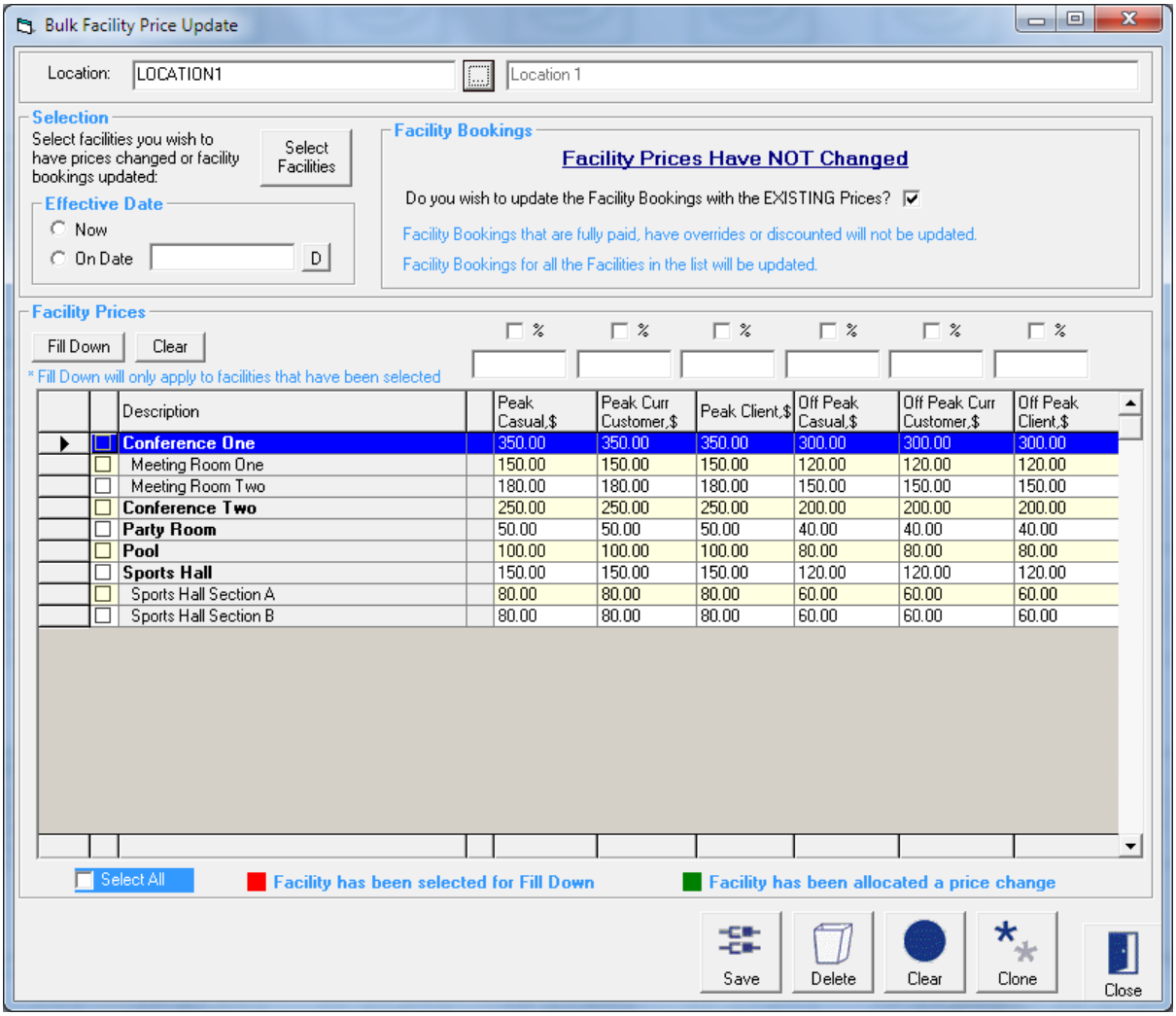
## Bulk Facility Price Update

A bulk price update screen is now available for Facilities. This screen works similar to the Products Bulk Price update and the Classes Bulk Price update. It allows you to alter the facility prices in bulk including the override amounts.

Admin>Facility>BulkFacilityPriceUpdate

This screen allows you to update in bulk the standard prices for your facilities. You can choose to update prices effective immediately or at a certain date. You can also update the price of any booking already made that falls after the price update date.

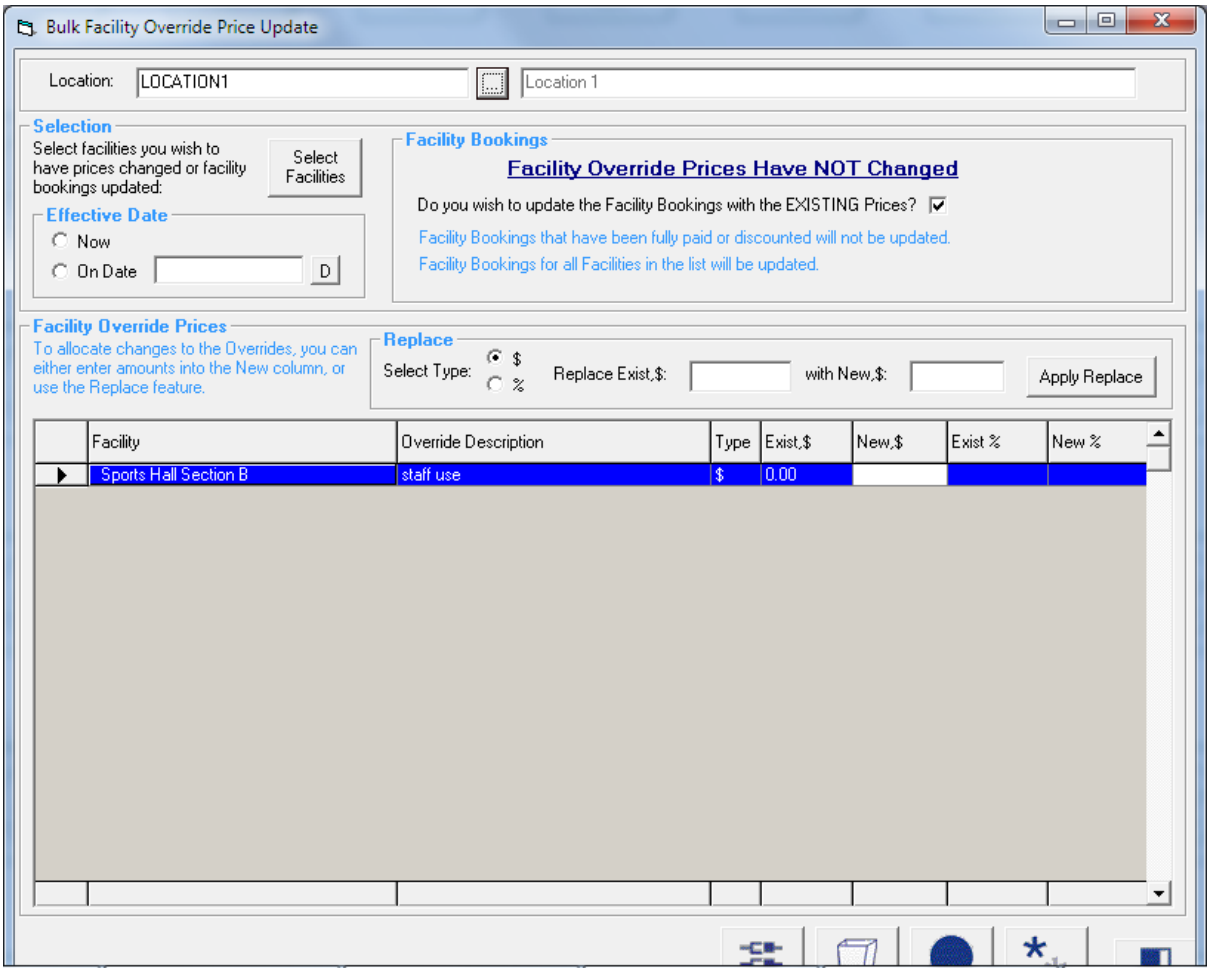
You can enter a price in the box above the row and tick/check the boxes on the left to choose which facilities the price applies to. Pressing Fill Down will then apply the price to the selected rows. Alternatively you can enter prices manually in the chosen cells.


Bulk Facility Price Update
Location: LOCATION1
Location 1
Selection
Select facilities you wish to have prices changed or facility bookings updated:
Select Facilities
Effective Date
Now
On Date
D
Facility Bookings
Facility Prices Have NOT Changed
Do you wish to update the Facility Bookings with the EXISTING Prices?
Facility Bookings that are fully paid, have overrides or discounted will not be updated.
Facility Bookings for all the Facilities in the list will be updated.
Facility Prices
Fill Down
Clear
* Fill Down will only apply to facilities that have been selected
Description
Peak Casual,$
Peak Curr Customer,$
Peak Client,$
Off Peak Casual,$
Off Peak Curr Customer,$
Off Peak Client,$
Conference One 350.00 350.00 350.00 300.00 300.00 300.00
Meeting Room One 150.00 150.00 150.00 120.00 120.00 120.00
Meeting Room Two 180.00 180.00 180.00 150.00 150.00 150.00
Conference Two 250.00 250.00 250.00 200.00 200.00 200.00
Party Room 50.00 50.00 50.00 40.00 40.00 40.00
Pool 100.00 100.00 100.00 80.00 80.00 80.00
Sports Hall 150.00 150.00 150.00 120.00 120.00 120.00
Sports Hall Section A 80.00 80.00 80.00 60.00 60.00 60.00
Sports Hall Section B 80.00 80.00 80.00 60.00 60.00 60.00
Select All
Facility has been selected for Fill Down
Facility has been allocated a price change
Save
Delete
Clear
Clone
Close

## Bulk Facility Override Price Update

Much similar to the bulk facility price update this screen will allow you to update the prices for any set overrides you have in place. The screen operates in the exact same format as the Bulk Facility Price Update.

Admin>Facility>BulkFacilityOverridePriceUpdate

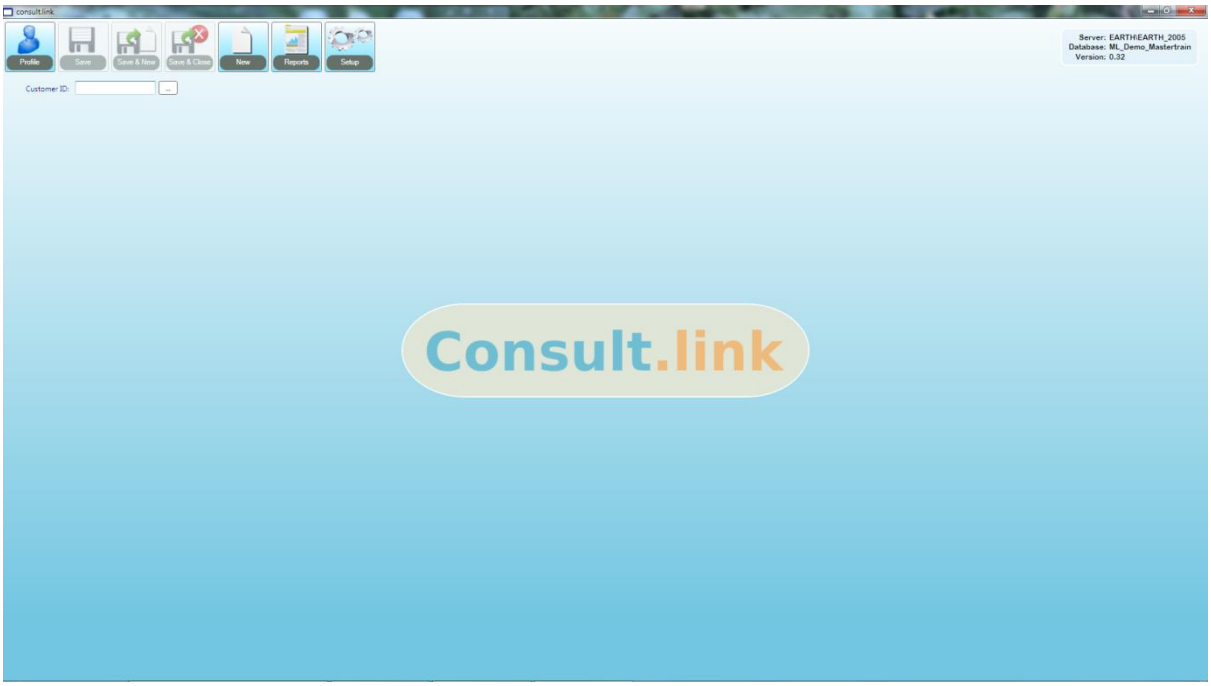


## consult.link Overview

Consult.link is now available for installation with Version 9. This module runs as a separate application and Links is not required on a machine for it to work. This means that it can be installed on Health Club computers without the need for a Links installation.

Consult.link tracks member assessments and is able to record a range of information from Health Questions through to Measurements. You can download a copy of the user manual from www.lmsdownloads.com/documents/consultUserManual.zip

For further information on the purchase of consult.link please contact the Sales team on 03 9938 4567 or via lms@linksmodularsolutions.com



## e-blast.link overview

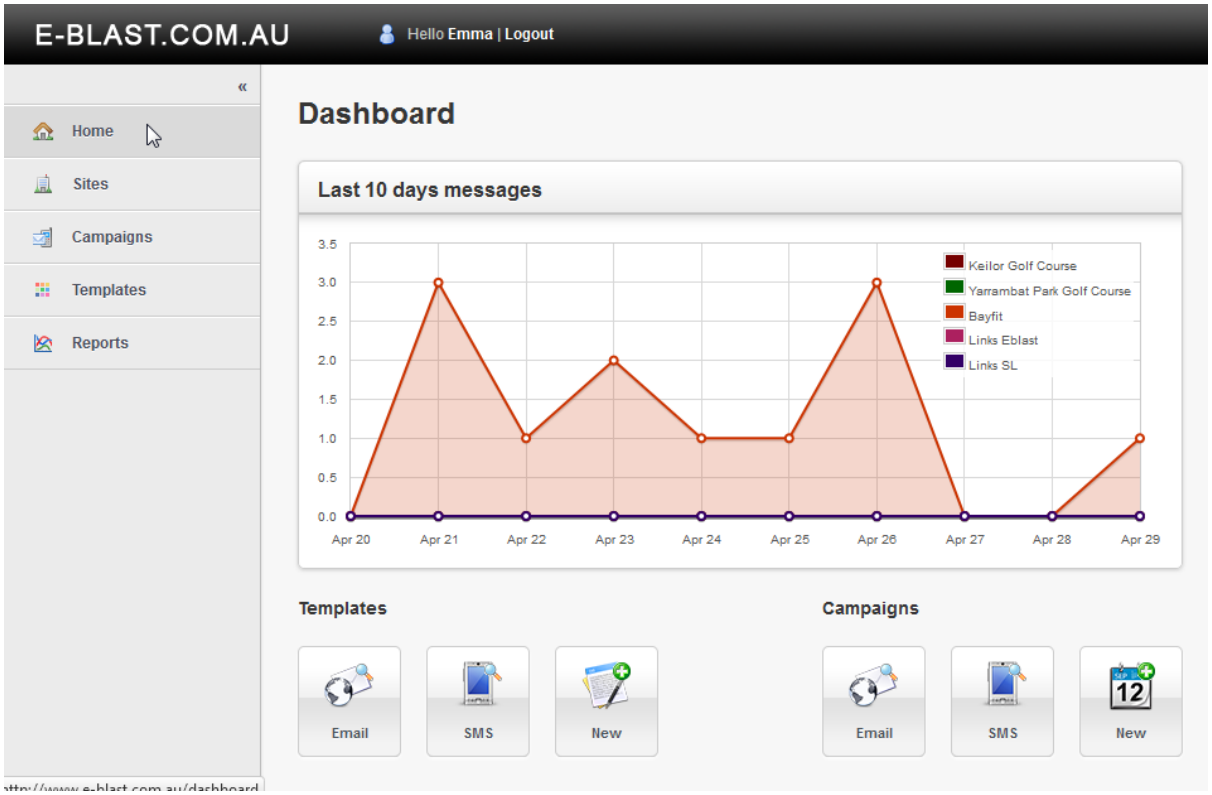
e-blast.link is the latest module of the Links Modular Solutions suite. A completely web based product it is available in Stage 1 for Members and Prospects.

e-blast.link is an extremely effective internet-based software program that allows marketing and promotional material to be personalised and delivered to the mobile phones and emails of members, prospects and customers linked to a current database. This software program provides a major advantage by allowing the development of marketing campaigns and promotions to be automated in advance to make it effortless.

Templates can be designed including pictures, animation, hyperlinks and our course the all important text. You can also create MMS templates within the system. Once you have templates created these can be assigned to your customised campaigns including welcome letters, expiry letters and birthday correspondence. The setup and leave format of e-blast.link means that you can do away with manual workloads allowing your staff more time to focus on what really matters.

For a demonstration of e-blast.link please call 03 9938 4567 or visit www.linkscloud.com.au

If you would like to order e-blast.link please visit [http://linksmodularsolutions.com/e-blast.link](http://linksmodularsolutions.com/e-blast.link)



## Techno Gym Interface

With the advent of the Links Export Service, clients currently or wishing to use TechnoGym Wellness Systems in their Facilities can employ the use of this service to create seamless customer data replication between both the Links and Technogym platforms.

Customer Service Offers and Membership Consultants can now enter client details into Links and have them exported into the Wellness System ready to have their specialised programs written in just minutes.

For further information on incorporating the Links Export Service into your site please contact our Sales team on 03 9938 4567 or email lms@linksmodularsolutions.com

## kiosk.link Overview

The release of Version 9 coincides with that of a more feature rich kiosk.link, now capable of both membership and visit pass purchase and payment and casual visit sales, through cash, EFT and credit tenders. In addition to existing group fitness class purchases, members can also now update their address and contact information, all from the kiosk terminal.

For further information on how kiosk.link can improve and streamline member transactions please contact our Sales team on 03 9938 4567 or email lms@linksmodularsolutions.com

## memweb.link

Online purchasing of memberships is now the latest web module to be developed by Links Modular Solutions. Working in real time with your Links database, users can choose which memberships are available for purchase via their website. Payments are cleared and deposited to your nominated bank account, and member records and transactions updated to your database automatically. Literally members can join your club anytime day or night with no additional work for end users.

For further information on memweb.link please contact our Sales team on 03 9938 4567 or email lms@linksmodularsolutions.com

## pos.link

## Customer Screen enhancements

You can now access the Membership Contracts and Visit Pass contracts screen from the Customer Screen. This quick link will assist customer service staff. This is done through a right click on the membership or visit pass in the Status tab.